FONE TECHNOLOGIES

OFFICIAL DOCUMENT

Service Level Agreement

How to reach our technical team, how we prioritise faults, the response and resolution times we work to, and how to escalate.

Version	Effective Date	Document Owner
v.1.1	15 September 2026	Lee New Co-Founder & Sales Director

About This Agreement

SECTION 01 / ABOUT THIS AGREEMENT

What this agreement does, and the services it applies to.

This Service Level Agreement explains how we handle faults and service requests: how to reach us, how we prioritise work, the response and resolution times we work to, and what to do if you are not happy with how something has been handled.

It applies to the services we supply: Cloud Phone Systems, Internet Connectivity, WiFi & Networking, Business Mobiles, IT Essentials and CCTV.

Internet Connectivity covers SoGEA, FTTP, leased lines and Starlink. Where we supply a 4G or 5G connection for internet access, as the main connection or as a backup, it is covered under Business Mobiles. WiFi & Networking includes Social WiFi. IT Essentials covers Microsoft 365, Endpoint Security, Email Security, Microsoft 365 Backup, Security Awareness Training, remote monitoring and management, and password management.

We supply products from a number of UK partners and carriers, and some response and fix times depend on their service levels. Where they do, we manage the fault with the supplier ourselves and keep you updated.

Our Complaints Procedure, Code of Conduct and Privacy Policy are published at www.fonetech.uk. Together with this agreement they explain how we work, how we handle complaints and how we look after your information.

This agreement is published at www.fonetech.uk
We review it regularly and update it when our services or our processes change.

Reaching Us

SECTION 02 / REACHING US

How to raise a fault or a service request, when we are open, and what happens next.

Online	Raise a ticket in your support portal.
Email	service@fonetech.uk, with your company name in the subject line and a clear description of the problem in the body.
Phone & WhatsApp	0330 221 1183, option 3 for Technical Support. You can also log a ticket by WhatsApp on the same number.
Office hours	Monday to Friday, 08:30 to 17:00, excluding public holidays. Outside those hours you can still call or email, and your call will be routed to our out-of-hours team. Response times outside office hours may vary depending on the nature of the issue.
If you call us	Our Technical Team will always try to resolve your issue during the call. If it needs further investigation we raise a ticket for you and give it a priority level. We will tell you the priority and the next steps before the call ends.
If you email or use the portal	Email service@fonetech.uk or raise a ticket in the portal. Your ticket is assigned to the engineer best placed to help. If further investigation is needed, you will get confirmation by email with the priority level and the name of the engineer handling it.

Logging a ticket	You can log a ticket by email, WhatsApp or through the portal at any time. Tickets are monitored during office hours.

Priority Levels

SECTION 03 / PRIORITY LEVELS

Each fault is categorised by how badly it affects your business.

Priority	What it means, and examples	Our targets
P1 Critical	Complete loss of service, or a major outage affecting all users. For example a total system failure, all phones offline, or the whole site internet down.	Response within 1 hour during office hours. Resolution same working day.
P2 High	Partial loss of service, or intermittent problems affecting several users or functions. For example one department offline, degraded call quality, or slow connectivity.	Response within 4 hours during office hours. Resolution within 1 working day.
P3 Standard	A minor issue or request with limited impact. For example a single user issue, feature configuration, or a password reset.	Response within 1 working day. Resolution within 2 working days.

> **About these times**
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> These are targets, and many issues are resolved sooner. Resolution can depend on the complexity of the fault and on how quickly a third-party supplier responds.

Escalation & Maintenance

SECTION 04 / ESCALATION, MAINTENANCE & SECURITY

How to escalate if your issue has not been handled properly, when we carry out maintenance, and how we look after your information.

Step 1	Your assigned engineer or the Technical Team Manager.
Step 2	Operations Manager
Step 3	Solutions Director
Step 4	Operations Director
Planned maintenance	We carry out maintenance to keep systems secure and up to date. We schedule it outside office hours wherever we can, give at least 48 hours' notice of work likely to affect your service, and tell you what the impact will be and how long it is expected to last.
Emergency maintenance	Emergency maintenance may be carried out without notice where it is needed to protect network integrity or security.
Your information	We handle your information under the UK GDPR and the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025. Access to customer data is restricted to authorised staff, and email and ticket communications are encrypted in transit. If you want to complain about the way we have handled your personal information, email dataprotection@fonetech.uk. Our Complaints Procedure explains what happens next, and how to take it to the Information Commissioner's Office if you are not satisfied.

Every escalation	To escalate, reply on your ticket or email service@fonetech.uk. All escalations are logged, reviewed and responded to within one working day.

Working With Us

SECTION 05 / WORKING WITH US

What we need from you, service credits, complaints, and how we keep improving.

01 What We Need From You

So we can fix things quickly, please give us full details of the problem, including which devices and users are affected, make sure our engineers have the remote or on-site access they need, look after internal network equipment that we did not supply and do not manage, and tell us promptly about changes to site access, contact details or third-party suppliers.

02 Service Credits

Where we fail to meet the service levels in this agreement and the delay was within our direct control, we may consider service credits. These are at our discretion. Service credits are not available where the delay is outside our reasonable control, for example a third-party carrier fault, a power outage, or a restriction at your site.

03 Complaints

If you are unhappy with the service you have received, our Complaints Procedure at www.fonetech.uk explains how to complain, what we will do, and where you can take it if we cannot put it right.

04 Continuous Improvement

We review our processes and our service data regularly to find what we can do better. Feedback from customers is a large part of that.

Contact us

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