

At F One Technologies Ltd, we're committed to delivering reliable, responsive, and transparent support across all our communication and IT solutions. This Service Level Agreement outlines how faults and service requests are managed, our response times, and the standards you can expect from our Technical Team.

Our goal is simple, to provide you with clear communication, swift resolutions, and confidence that your systems are in safe hands.

Scope of This Agreement.

This SLA applies to all F One Technologies Ltd products and services, including:

- Cloud Phone Systems
- SmartVoice Messaging
- WhatsApp for Business
- Internet Connectivity (SoGEA, FTTP, Leased Line, Starlink)
- WiFi & Networking
- Mobile SIM Plans
- IT Essentials (Microsoft 365, endpoint security, backups, remote management)
- SmartProtect (cybersecurity and business continuity)

Because we supply products from multiple UK partners and carriers, certain response and fix times may vary depending on the supplier's own service levels. In every case, we'll manage the fault directly and keep you updated throughout.

Contacting the Technical Team.

You can contact us in two ways:

Telephone: 0330 221 1183 (Option 2 for Technical Support)

Email/Ticketing: service@fonetech.uk

Office Hours and Availability.

Our standard support hours are:

Monday to Friday: 08:30 – 17:00 (excluding public holidays)

Outside these hours, you can still contact us by phone or email, your call will be routed to our out-of-hours team. Please note that response times may vary slightly depending on call volume and the nature of the issue.

Reporting a Fault by Telephone.

If you prefer to speak to someone directly, our Technical Team will always try to resolve your enquiry during the initial call. We're proud to report that 58.2% of customer requests are resolved on the first call.

If your enquiry requires further investigation, a support ticket will be created on your behalf and assigned a priority level (P1, P2, or P3). You'll be informed of the priority and the next steps during the call.

Reporting a Fault via Email or Ticketing System.

You can log a fault 24/7/365 by emailing service@fonetech.uk with your company name in the subject line and details of the issue in the main body. Tickets are monitored continuously during business hours. 74.8% of tickets raised are actively worked on within 45 minutes of being received.

If further investigation is required, your ticket will be assigned a priority level and you'll receive confirmation by email, along with the name of the assigned engineer.

Priority Levels.

To ensure issues are handled efficiently, each fault is categorised based on severity and business impact:

P1 – Critical

Complete loss of service or major outage affecting all users.
Total system failure, all phones offline, full site internet down.
Within 1 hour
Within 8 business hours

P2 – High

Partial service degradation or intermittent issues affecting multiple users or functions.
One department offline, degraded call quality, slow connectivity.
Within 4 hours
Within 24 business hours

P3 – Standard

Minor issue or request with limited operational impact.
Single user issue, feature configuration, password reset.
Within 24 hours
Within 48 business hours

Please note: These are target times. In many cases, issues are resolved much sooner. Resolution may depend on third-party supplier response times and the complexity of the fault.

Escalation Process.

If you feel that your issue has not been handled satisfactorily or within the agreed timeframe, you can escalate it as follows:

1. First Level: Assigned engineer or Technical Team Lead
2. Second Level: Technical Manager (technical@fonetech.uk)
3. Third Level: Operations Director – alex@fonetech.uk
4. Final Escalation: Co-Founder & Sales Director – lee@fonetech.uk

All escalations are logged, reviewed, and responded to within one business day.

Planned Maintenance and Service Availability.

Occasional maintenance is necessary to keep systems secure and up to date. We will:

- Schedule planned maintenance outside of business hours wherever possible
- Provide at least 48 hours' notice for any work likely to affect service availability
- Clearly communicate the expected impact and duration of maintenance activity

Emergency maintenance may be carried out without notice if required to protect network integrity or security.

Security and Data Protection.

We take data protection and information security seriously. All systems and communications are managed in compliance with the UK GDPR, Data Protection Act 2018, and ISO27001-aligned internal controls.

Access to customer data is restricted to authorised personnel only, and all email and ticket communications are encrypted via SSL/TLS.

Customer Responsibilities.

To help us deliver efficient service and accurate support, customers should:

- Provide full details of the issue, including affected devices or users
- Ensure that our engineers have appropriate remote or on-site access when required
- Maintain responsibility for internal network equipment not supplied or managed by F One Technologies
- Notify us promptly of any changes to site access, contact details, or third-party supplier dependencies

Service Credits.

In cases where F One Technologies Ltd fails to meet the agreed service levels and the delay was within our direct control, service credits may be considered on a discretionary basis.

Service credits are not available where delays arise due to factors outside of our reasonable control (e.g., third-party carrier faults, power outages, or customer site restrictions).

Continuous Improvement.

We continuously review our processes and service statistics to identify areas for improvement. Regular feedback from customers helps us to refine our support approach and ensure consistently high service standards.

Contact Details.

F One Technologies Ltd
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Phone: 0330 221 1183
Email: service@fonetech.uk
Website: www.fonetech.uk