

# Our Ticketing System Explained.

## F One Technologies Ltd.



Providing unrivalled levels of support to our customers is one of our core company values. We know that it's vital that we support you, our loyal customers, in every way possible. A flexible telecoms service is more crucial than ever before, and our ticketing system allows you to get the assistance you need quickly, easily and without compromise.

### Logging a ticket.

Simply email [service@fonetech.uk](mailto:service@fonetech.uk) with your company name in the subject box, and a description of your requirements in the main body of the email. Your request will then be allocated to the engineer best placed to help you as quickly as possible.

### Remote programming requests.

We allow unlimited remote programming changes for an entire month from the day your telephone system installation has been completed. Once that first month has ended, any remote changes that you require will be handled using a unit based principle. In summary, each unit is charged at £20.00 + VAT and is the equivalent of 15 minutes remote support from our Technical Team.

### Chargeable requests.

If you require changes to your communications set up or need additional services to be added, this would be considered as a chargeable request. A few examples of this would include adding/amending system messages, call routing adjustments, programming additional handsets and so on. If you are unsure what constitutes a chargeable request then please contact the Technical Team who will be more than happy to assist you.

### Solution faults.

Rest assured that all faults that are out of your control will never be considered as a chargeable request. You will only be charged when your enquiry falls into the chargeable requests category above.

### Software assurance.

As part of your software assurance package, you'll receive two units (equivalent to 30 minutes) of free remote support from our Technical Team, per month. These changes can include adding/amending system messages, call routing adjustments, programming additional handsets and so on.

