

Business Lines & Calls

From ToneTel telecom

Introduction

Choosing the right service provider for business phone lines and broadband internet can be a challenging process.

At ToneTel telecom we try to make this process easy with our one to one consultancy process to tailor a service to suit you.

We work in close association with a select group of UK partners to arrange great business tariffs whilst ensuring customer support is of a very high level.

As well as new installations, we can arrange to takeover your existing business lines so that you can benefit from lower rental, cheaper call rates and expert and attentive customer service.

Reduced Line Rental

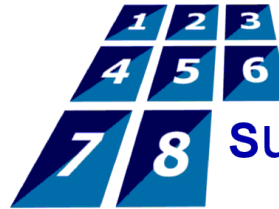
We can reduce your monthly or quarterly line rental for analogue PSTN business lines and digital ISDN2e and ISDN30e.

By reducing the spend on the fixed charges of line rental, even a small business can save a few hundred pounds per year.

Lower Call Charges

We will reduce your 'pence per minute' (ppm) call charges for local, national, mobile and even international calls.

We have yet to see a business tariff that we could not in some way improve upon and our calls are sent via high quality Tier-1 phone networks.



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No Call Set-up Charges

We have NO call set-up charges and NO minimum call charge + per-second call billing so you can make the most of your new lower call rates.

Call set-up charges are a hidden cost from many providers who quote great 'pence per minute' call charges and forget to mention the great big call set-up charge which is attached to even a 10-second local telephone call.

This datasheet is provided by ToneTel telecom to provide more information on our business lines and call services.

Call 01483 578 456

Telephone Bills

We have ensured that all monthly phone bills issued by our partner service providers are easy to understand + ToneTel telecom are always available by phone or email to explain the rental and call charges listed.

You will find this a big difference from many telephone companies who deliberately use technical terms and all-in-one charges so you are never quite sure what you are paying for and hence find it hard to see where you are spending or wasting money.

We often help customer identify saving and locate lines and numbers that are unused.

Contract Terms

We take a refreshing approach to length of contracts by suggesting terms but leaving the decision in your hands.

Many telephone companies nowadays are all too fond of 5-year rolling contracts which leaves a long time for you to reflect on a mistake made.

We normally arrange contract between 1-year and 3-years but if needed can customise these to suit your requirements.

It should be noted that in most circumstances the longer the contract you sign the bigger the rental and call charge savings.

Free Programming

Dependant on the model of your business telephone system and monthly calls spend, ToneTel telecom can provide **FREE** remote access programming for all your minor system changes.

Most companies make small changes through the course of the year from changing a staff members name to adding a user or changing the out of hours telephone number.

As an added benefit and reward, we can provide these minor changes free even if you are not subscribed to an annual maintenance contract. Thus saving you even more money.

ISDN

PSTN

ADSL

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Discounted Services

As a business phone line and calls customer of ToneTel telecom you can also be eligible for additional discounts on service work for your business phone system.

Dependant on your call spend, discounts are applied to booked jobs and visit charges.

You may also be eligible for a substantial discount on your annual maintenance contract

Responsibility

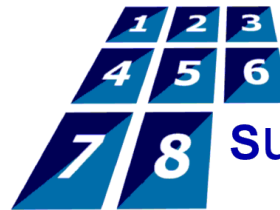
Some businesses have previously experienced problems where they have a telephone fault but neither the phone system supplier nor the line provider are willing to take responsibility, leaving you 'stuck in the middle'.

ToneTel telecom engineers have wide experience of both internal and external network issues and are better equipped than BT Openreach engineers with the full range of diagnostic equipment (such as ISDN testers and call trace analysers).

Thus we are able to easily prove issues to facilitate fault resolution. Dependant on your contract and situation a charge may be made for this service (which will always be lower than BT charges).

Customer Support

UK based customer support is available by phone or email from ToneTel telecom and our service partners. We can deal with all your support issues and queries.



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Phone Bill Analysis

If you currently have your business phone lines and calls with another service provider you can send us your phone bill for a **FREE** no-obligation analysis.

We can identify savings to be made (such as lower line rental) and look at reducing your call spend by giving you lower rates to your frequently called destinations and numbers.

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About ToneTel telecom

ToneTel telecom (Surrey Phones) are a engineer-led local Surrey business who specialise in providing services to small and medium sized customers.

Our main customer base is businesses in Surrey and surrounding areas with between 5 and 100 phones. Customer referrals account for a large amount of our business.

We have over 15 years of hands-on experience in providing communications services both directly and on behalf of other communications companies.

Contact Us

For more information on our services or to arrange a meeting and site survey:

Call us on **01483 578-456**

Or email sales@tonetel.co.uk

Network Services

Business phone lines

PSTN Analogue lines

ISDN2e Digital BRI lines

ISDN30e Digital PRI lines

0800 and 0845 numbers

SIP Trunks (VoIP)

ADSL Broadband Internet

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