

Terms of Service

Remote Technical Support



www.tonetel.co.uk/remotesupport

Before ordering or receiving remote technical support with ToneTel Telecom you must read and accept the following terms of service. If you have any questions about these terms or about the remote technical support service you should contact ToneTel Telecom on: telephone. 01483 578456, email. support@tonetel.co.uk.

Payment

Remote technical support or remote access programming services cannot be provided until payment has been made in full. Payment methods will be outlined on your proforma invoice but normally payment is only accepted by cheque or bank transfer. In some circumstances the requirement to pre-pay may be waived at our discretion for urgent fault resolution (subject to signed purchase order), or if a known trade client of ToneTel Telecom has requested that we assist you urgently. If you have been referred to ToneTel Telecom by another communications supplier, in some situations they may have included some free support hours with us as part of your order, ensure that they have informed us so we can open your support account, we will invoice your communications supplier directly. When making payment you should send an email to support@tonetel.co.uk with "Remote Support – Purchase" as the subject line and the proforma invoice and/or the payment amount/hours purchased so that your account can be prepared and actioned as soon as payment has been received and cleared.

Obtaining Support

When making payment you should send an email to support@tonetel.co.uk with "Remote Support – Purchase" as the subject line and the proforma invoice and/or the payment amount/hours purchased so that your account can be prepared and actioned as soon as payment has been received and cleared. To obtain technical support you should use the following contact details initially: Telephone: 01483 578456 or 604767, Email: support@tonetel.co.uk

Telephone Support

ToneTel Telecom will endeavour to provide a quick response to telephone calls for support, please note that where you require a block of telephone support this must be booked with us in advance to ensure that trained resources are available to assist you for the time you need. There is no current minimum time before obtaining telephone support that it must be booked by, we will allocate you the first available slot, but the more notice you provide us with the more likely you will be allocated your required date/time.

Outgoing Call Surcharge

As the exception or where we call you back ToneTel Telecom will initiate the outgoing telephone call to provide you with remote technical support, by accepting our outgoing telephone call, you accept that it is usually subject to a surcharge of approximately 20% in the support hours logged for the call. ToneTel Telecom will not usually initiate the outgoing telephone calls to the following telephone number types due to the high cost of calling them: 0870 numbers, 070 Personal number, 09 Premium Rate, International numbers, 07 Mobile numbers. In some individual cases the restriction on calling mobile telephone numbers will be lifted subject to a higher surcharge calculation (normally 50%) in the support hours logged for the call.

Email Support

Email response times are not currently guaranteed but usually we will always respond within 12-24 hours, often a lot sooner. Support emails are monitored out of hours and at weekends, if you are planning to carry out works out of normal working hours and/or at weekends and will need email support – let us know in advance so we are aware of this and can provide you with a quicker service. Please note that some requests for support may need emulation testing, where this is required, response times will be delayed but we will keep you informed of progress. To obtain email support, contact us at the following address: support@tonetel.co.uk

Supply of Technical Documents and/or Software Utilities

ToneTel Telecom will not usually supply technical documents (manuals) and/or management software, it is the responsibility of your communications equipment supplier to supply you with the correct documentation and/or management software. If you are unsure of what documents and/or software you may need please check with us in advance. In some individual cases ToneTel Telecom may provide installation manuals (subject to a block hours purchase for installation support) if you are missing important documents. We may also provide documents at our discretion where we believe an issue can be resolved quicker or be more easily understood by the receipt of them. Technical documents and/or utilities will be sent by email and may not be distributed to 3rd parties, where documents and/or utilities are copied and distributed by CD a charge will be made for this service. For legal reasons ToneTel Telecom will not distribute documents nor violate copyright protection on technical CDs, we will only supply new documents if you can prove you already own a copy that has become corrupted or has been lost. We will only provide documents and/or software distribution where we have been authorised to do so by the manufacturer.

Remote Access Programming

Not all communications equipment is suitable for direct remote access programming, this may be because of local situations or because of the age or model of the equipment. Where remote access programming is not available ToneTel Telecom will utilise other methods to support you including remote access to a connected site PC, configuration file amend and return plus telephone and email support.

Single Session (1-Hour) Support

Single Session (1-Hour) technical support is available for resolution of a single issue by email/telephone technical advice or remote programming (not exceeding 1-hour), requests for support on additional issues will not be responded to until further support time is purchased.

Block Hours/Account Support Time

Block Hours (3-Hours plus) technical support is available for where support time needs to be held on account (AST - Account Support Time) to provide continued technical support. Support hours not utilised are non-refundable, AST hours are held open on account for 6-months from payment date (unless otherwise agreed in writing). Any time utilised by ToneTel Telecom engineers on emulating or researching applications is logged against total AST.

Refusal of Remote Technical Support Services

ToneTel Telecom reserves the right to refuse technical support services at any time without giving a reason. We may refuse support services if your account is overdue payment, if you do not have the correct management and/or maintenance utilities, if we do not offer remote support services on your model of equipment or application, if the works required should be directly undertaken by an on-site technician, if we believe that you are not suitably qualified and/or experienced enough to receive support services, if we believe that your communication equipment is at risk if we assist you with maintenance and/or management changes.

Liability Disclaimer

ToneTel Telecom will not accept any claims for liability for repairs or replacement of communications equipment, which have been damaged or placed out of service after remote technical support assistance. By maintaining your own communications equipment, ToneTel Telecom assumes that you are suitably qualified to do so and are using the correct maintenance and management tools. Remote Technical Support is not a replacement for a service call from a suitably qualified technician.