

# Trade Technical Services

## From ToneTel engineers

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### Introduction

ToneTel telecom engineers provide communications technical services and phone system installation.

Our engineers support other telecom companies in your company name with non-branded clothing and vehicles.

We have over 15 years of communications experience and are based from Guildford, Surrey, providing services around the South of England.

As a company we have chosen to specialise in our supported product range, rather than attempt to be a 'jack of all trades'.

We are a small company who can provide more resource and support than a one-man band but with the personal attention & rates not available from larger companies.

### Supported equipment

We currently support the following business telephone systems:

- **NEC XN120**
- **NEC SV8100**
- **Philips Sopho IPC100**
- **BT Versatility**

+ Legacy BT systems including the BT Inspiration, BT Pathway and the BT Revelation

We can also install a range of other equipment including routers, switches, premicells and DASS protocol converters.

## ToneTel engineers

tel. 01483 578 456

### Areas we cover

We are based from Guildford, Surrey and provide services in neighbouring counties including Berkshire, Kent, Hampshire, Sussex and the London area.

We can and will work further afield (sometimes for a surcharge to cover travel/time costs). Where possible we will try to recommend a more local company or engineer who can provide a better rate.

This document is provided by ToneTel telecom to provide information on our technical services available to other comms companies. Please let us know if you have additional questions you need answering.

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### Our rates / charges

Our service charges are dependant upon the location of the customer site and how long an engineer is needed.

We have decided against providing a standard 'Day Rate' charge for our services due to the fact we also cover Central London which incurs higher expenses (such as parking, congestion charge and longer traveling time).

Our rates are location-banded to ensure we can provide the best possible price for tasking in our local area.

Normally all rates will include any expenses we might incur such as tolls or parking. Any equipment or material we have to provide will be charged for in addition to the engineer service rate.

We normally provide services on a Day-Rate or Half Day-Rate basis, for local jobs we can also provide a visit charge and hourly rate.

Our Day-Rates start at £250 + VAT for local, with location bands scaling up to around £350 + VAT for Central London. We are willing to negotiate rates on a per-case basis especially for local jobs.

### Honesty & experience

We work on a select range of products to ensure we have above average or high to very high product knowledge levels to suit more advanced customer requirements.

We tend not to just 'poke and hope' that we will get a product or application working, at great expense we keep a fully stocked lab-bench with all our supported products so we can test offline.

Engineer experience is of course backed up by manufacturer training courses where applicable.

### Pre & Post Sales

We regularly provide our clients with pre-sales advice both to provide advise on requirements for advanced set-up and to do a hardware order check for clients who are new to a particular product.

Post-sales questions are of course answered when needed so you have technical backup for when installed clients need to know how to use a particular feature.

Post-sales support is normally backed up by remote programming which we can undertake at very economical hourly rates.

[www.tonetel.co.uk/trade](http://www.tonetel.co.uk/trade)

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### Example customers

Examples of how trade customers utilise our engineering services::

#### Network Service Providers

Cabling services to add extensions and/or move lines to reduce Openreach charges which are levied regardless of job size.

Maintenance prove service using ISDN (including DASS) testers for faults where the network service provider is 'stuck in the middle' between Openreach and a 3rd party PBX maintainer.

"Pay as you Go" support service on BT (and other) phone systems to avoid BT visits to an alternate service providers customers.

#### Comms Dealers

ToneTel engineers are used for phone system installation, maintenance and moves/changes visits, working under the dealers company name.

On many systems we can also provide remote programming to assist with more advanced customer configurations at an economical rate.

#### IT Companies

ToneTel engineers help provide a total voice/data solution by providing telephone system support services under the IT companies name.

We can also assist with new voice system implementation.

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### Bespoke Projects

ToneTel engineers have past experience in meeting the needs of various clients in a number of bespoke projects.

Past projects include Least Cost Routing, DASS2-ISDN30e protocol conversion, Voice over IP gateways, Music on Hold connections, Premicell mobile gateways.

Please feel free to contact us to see if we have the necessary experience to assist with your project.

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### Booking jobs

We can accept job bookings as 'confirmed' or 'provisional'. Booked jobs that are confirmed stay booked and will not be cancelled because a more lucrative job arrives.

In the event of a provisional booking, we will contact you to confirm or cancel it once the slot is required by other jobs.

### Your protection

We have many years of experience in providing technical services to the communications trade and never forget that we are representing you at the customer sites you send us to.

We will never sell products or offer services direct to one of your customers, unlike many of our competitors we have never failed on this important point.

### How to contact us

If you would like to discuss your sub-contract engineering requirements further, please call 01483 578 456 and ask for Simon or Paul.

Alternatively drop an email to [engineers@tonetel.co.uk](mailto:engineers@tonetel.co.uk) and we will respond to your query as quickly as possible.

**WHY NOT APPLY FOR YOUR TRADE ACCOUNT TODAY ?**

- Experienced and fully equipped engineers
- Pre-Sales and Post-Installation support available.
- Competitive prices with local discounts.
- 'Getting Started' service available.
- Unbranded vehicles and workwear (or option of ToneTel branded uniformed staff with ID).
- Product specialisation to provide high quality technical services.

## ToneTel engineers

Phone. 01483 578 456

Email. [engineers@tonetel.co.uk](mailto:engineers@tonetel.co.uk)

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