

Remote System Support

From ToneTel telecom

Introduction

Remote system support is quite simply configuration changes to your business telephone system carried out remotely by ToneTel telecom from our office.

Benefits

Cost - changes can be carried out considerably cheaper than a site visit by an engineer (man in a van) incurring fuel costs etc.

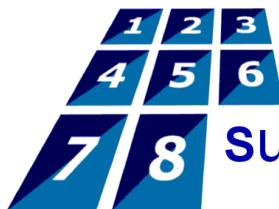
Speed - system changes can be completed much quicker (often on the same day as the request) but almost always within 24-hours of the order.

Expertise - customers get to benefit from the technical expertise of our support engineers even when out of our normal geographic coverage.

Drawbacks

There are of course some limitations to remote support, we cannot install cables remotely and some works still have to be completed by an engineer onsite such as major upgrades and some maintenance works.

Additionally as we are not onsite ourselves, we are more reliant on you the customer to carry out any tests required to check everything is working how you need it to (we help you with this of course and its often only a matter of making and answering a few phone calls).



ToneTel telecom
surreyPhones.co.uk

Availability

Remote system support services are available to all ToneTel telecom customers.

We also offer a **'Pay As You Go'** (PAYG) service to customers who are without support from their original supplier/installer.

Additionally we provide white-label remote support services on behalf of other communications and IT companies.

This datasheet is provided by ToneTel telecom to explain our Remote Access Programming and Technical Support services for business phone systems.

Call 01483 578 456

Remote Programming

We can provide remote access programming for the following models of telephone systems:

- NEC XN120
- NEC Univerge SV8100
- Philips Sopho IPC100

Technical Support

We can also provide telephone or email technical support for the following BT phone systems:

- BT Versatility
- BT Inspiration
- BT Pathway

Configuration Files

We can also write or amend configuration files and return them by email for self upload.

Remote Access Setup

Your NEC or Philips phone system may need to be set-up for remote access programming.

We can often talk you through the steps needed but you may need some IT support with routers etc.

Getting Started

Contact us by phone or email to discuss your requirements and open a remote support account:

Call us on 01483 578 456

Or email support@tonetel.co.uk

Remote Support Prices

Prices correct as of January 2009

Remote Access Programming **£35.00** exc vat
Up to 60-minutes.

Customers on maintenance support contracts or customers who have their business phone line rental and calls with ToneTel telecom or one of our partners may be eligible for free remote access programming for routine changes.

Remote Technical Support **£35.00** exc vat
Per block hour

Remote support is provided within a set time frame.
Example: you book a session between 14:30 and 15:30.
Time is charged for in 1-hour blocks.



Email support@tonetel.co.uk