

The Telephone Office

General | info@thetelephoneoffice.co.uk | 020 8079 3214 E: 3333 | Live Chat (Other)

Support | info.support@thetelephoneoffice.co.uk | 020 8079 3214 E: 3366 | Live Chat (Support)

Updated 01/02/2023 at 23:23

Support

We provide various avenues for receiving support for any issues you may encounter with Telephone Office phone service. The following are the ways to contact us:

- Phone: **0208 079 3214** Ext. **3366**
- Email: **info.support@thetelephoneoffice.co.uk**
- Live Chat: <https://thetelephoneoffice.co.uk/livechat>

For more complex issues, we can connect your phone or computer via a Remote Access Tool like Anydesk or TeamViewer. This will enable us to view your screen and control your device, depending on the permissions you grant.

Our **Support Team is available** during the following hours (hours may be subject to change):

- **Mon: 12:30 PM – 1:25 PM | 6:00 PM – 9:00 PM**
- **Tue: 12:30 PM – 1:25 PM | 6:00 PM – 9:00 PM**
- **Wed: 12:30 PM – 1:25 PM | 6:00 PM – 9:00 PM**
- **Thu: 11:00 AM – 9:00 PM**
- **Fri: 11:00 AM – 9:00 PM**
- **Sat: 4:40 PM – 9:00 PM**
- **Sun: 11:00 AM – 9:00 PM**

If you need to contact us outside of the listed times, please feel free to do so. We have a voicemail setup that we check every morning. If you leave a voicemail, please include your name, email, phone number, and a brief description of the issue.

Our email and live chat systems automatically add your message to our ticketing system. (You will need to provide a working email address to receive updates on your case.)

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Receiving Case Update:

If you send an email or reach out via our live chat, you cannot submit a request without adding an email address. Therefore, you should receive updates automatically.

If you leave a message on our voicemail and have provided your email, you will be able to receive case updates automatically.

Please Note: If you do not leave any contact information, such as a phone number or email address, we will be unable to process your request.

If we cannot understand your email address in the voicemail recording, we will attempt to contact you via your phone number. If we are unable to reach you or you have not provided a phone number, the case will be unable to be processed, and you will need to make a new request.