

2026 Telephone Technical Support



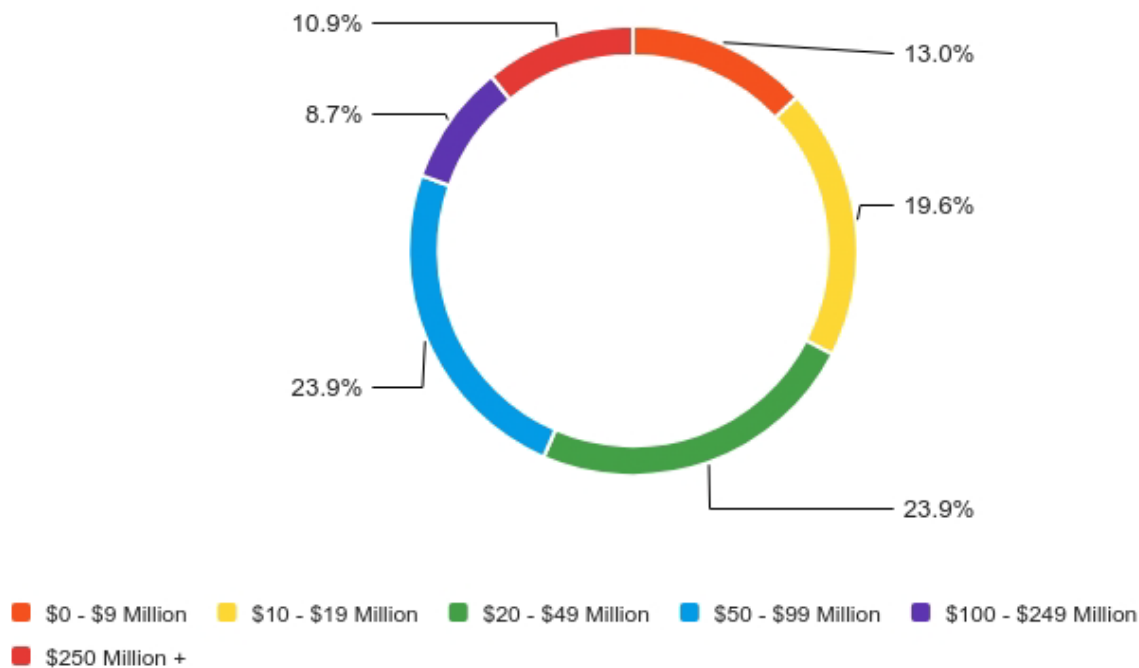
Objective: To benchmark how companies provide, manage, and charge for telephone technical support after machine installation.

Respondents = 46

Summary

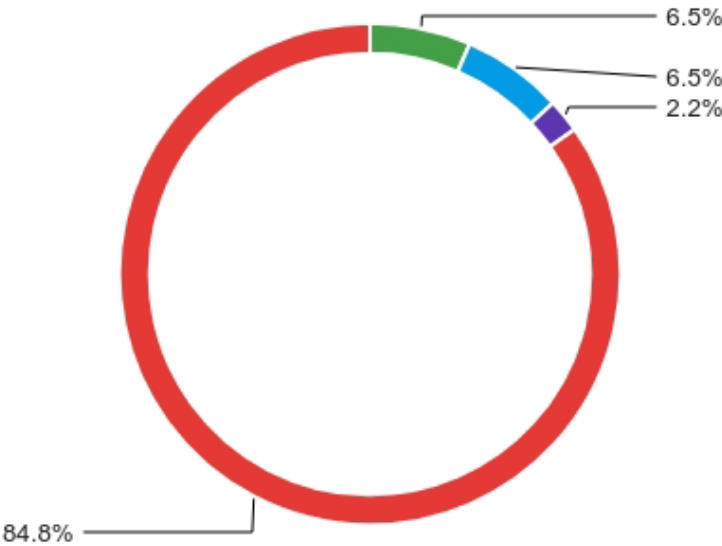
All responding companies (100.0%) provide telephone technical support to customers after machine installation, and about two-thirds offer video conferencing (76.1%) and remote machine access (73.9%). 63.6% of respondents do not charge for telephone technical support at all, and among those offering a free support period, 75.0% extend that access for the life of machine ownership. Support also travels with the machine with 93.2% of respondents saying would provide telephone technical support to the next owner if the equipment is sold to a third party.

Annual Revenue



	Total	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
Number of Respondents	46	6	9	11	11	4	5

Company Type



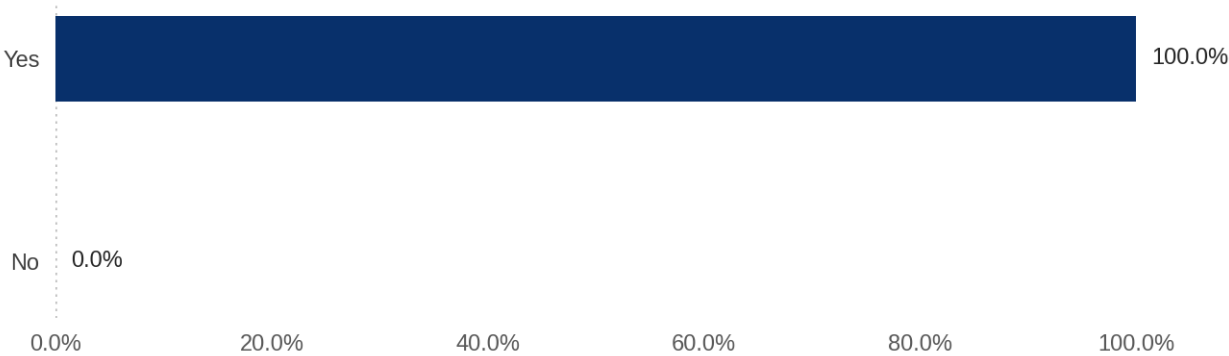
Other, please specify: Components supplier Materials supplier OEM

	Total	OEM	Materials supplier	Components Supplier	Other
Number of Respondents	46	6	9	11	11

Other: write-in

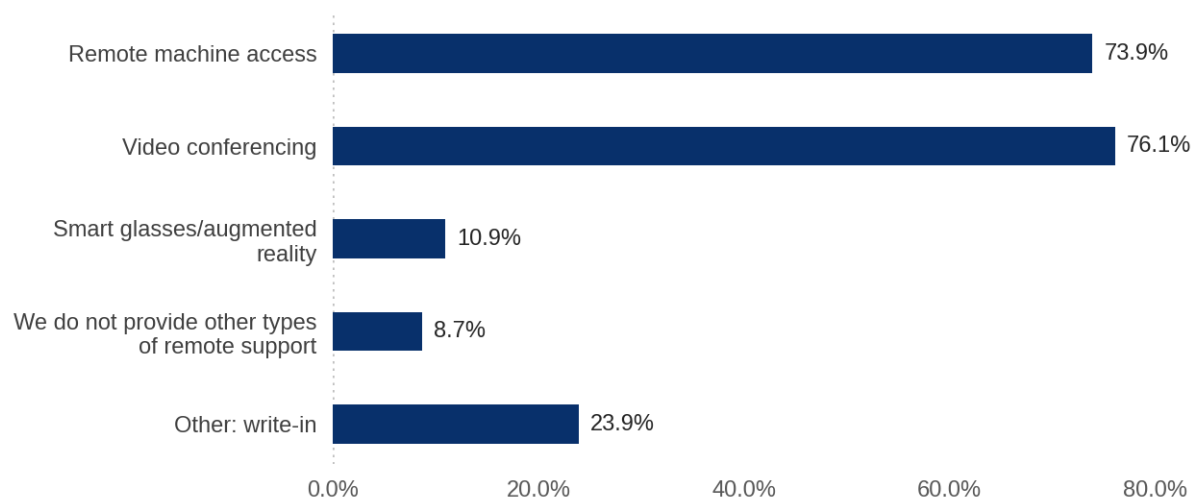
- Manufacturer
- Integrator
- Systems integrator + engineering services

1. Do you provide telephone technical support to customers after machine installation?



Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-
Total	6	9	11	11	4	5

2. What other types of remote support do you provide? (select all that apply)



Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
Remote machine access	33.3%	88.9%	81.8%	81.8%	75.0%	60.0%
Video conferencing	83.3%	77.8%	63.6%	90.9%	75.0%	60.0%
Smart glasses/augmented reality	-	-	9.1%	18.2%	50.0%	-
We do not provide other types of remote support	-	11.1%	9.1%	9.1%	-	20.0%
Other: write-in	50.0%	11.1%	18.2%	27.3%	25.0%	20.0%
Total	6	9	11	11	4	5

How to read this table: 33.3% of respondents in the \$0 - \$9 Million range selected "Remote machine access".

Other: Write-in (by Revenue Range)

\$0 - \$9 Million

- Phone instructions
- Telephone
- Whatsapp

\$10 - \$19 Million

- E-mail instructions and program revision updates for customer to download

\$20 - \$49 Million

- Telephone
- USB Data Downloads

\$50 - \$99 Million

- Camera Monitoring
- Telephone, email
- Video library for setup, operation, and maintenance

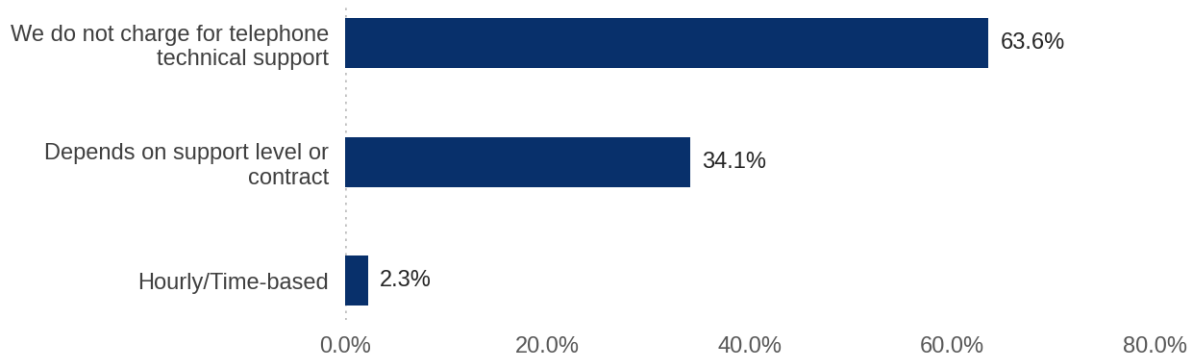
\$100 - \$249 Million

- regular visits

\$250 Million +

- Hot line tech phone support

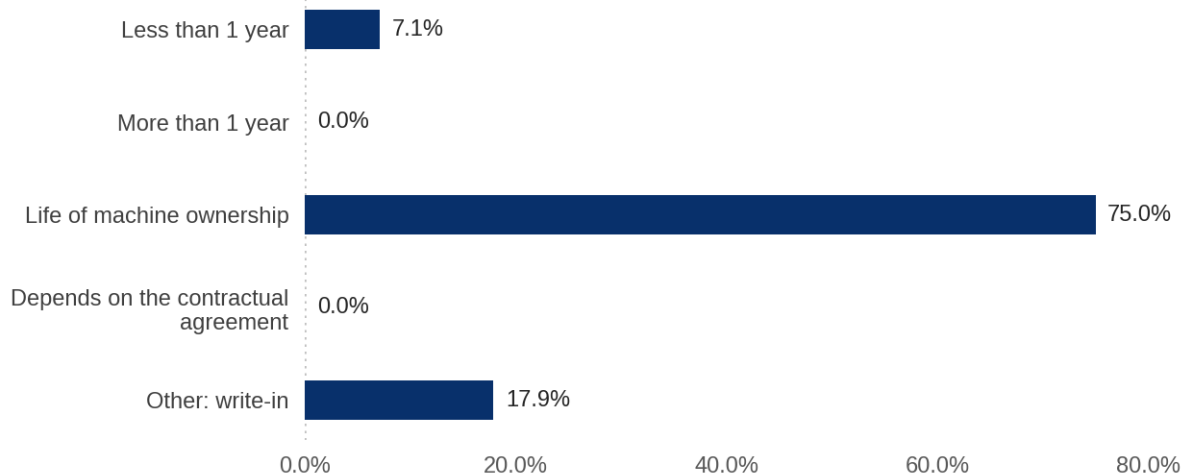
3. How, if at all, is telephone technical support charged to customers?



Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
We do not charge for telephone technical support	100.0%	66.7%	54.5%	45.5%	50.0%	100.0%
Depends on support level or contract	-	33.3%	45.5%	45.5%	50.0%	-
Hourly/Time-based	-	-	-	9.1%	-	-
Total	6	9	11	11	4	3

Response Percentage by Company Type				
	OEM	Components supplier	Materials supplier	Other, please specify:
We do not charge for telephone technical support	60.5%	66.7%	100.0%	66.7%
Hourly/Time-based	2.6%	-	-	-
Depends on support level or contract	36.8%	33.3%	-	33.3%
Total	38	3	1	3

4. What is the time period customers receive free access to telephone technical support?



Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
Less than 1 year	16.7%	-	16.7%	-	-	-
More than 1 year	-	-	-	-	-	-
Life of machine ownership	50.0%	83.3%	66.7%	100.0%	50.0%	100.0%
Depends on the contractual agreement	-	-	-	-	-	-
Other: write-in	33.3%	16.7%	16.7%	-	50.0%	-
Total	6	6	6	5	2	3

Other: Write-in (by Revenue Range)

\$0 - \$9 Million

- However long the machine is in operation
- No limit - depends on gravity of issue

\$10 - \$19 million

- Lifetime of machine up to 4 hour each instance prior to scheduling a technician

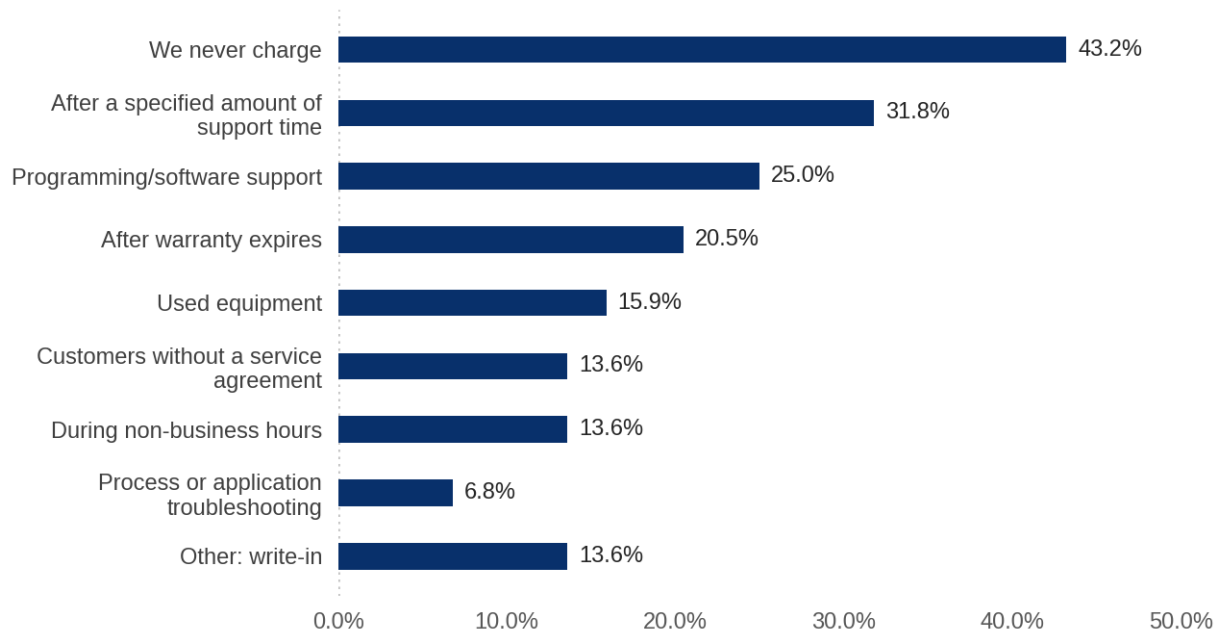
\$20 - \$49 million

- We are reviewing this and would like to start charging after 1 year

\$100 - \$249 million

- Limitless - No charge

5. Are there any circumstances where you charge for telephone technical support? (select all that apply)



Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
We never charge	66.7%	44.4%	27.3%	30.0%	50.0%	75.0%
After a specified amount of support time	16.7%	44.4%	36.4%	40.0%	25.0%	-
Programming/software support	-	22.2%	36.4%	40.0%	25.0%	-
After warranty expires	16.7%	11.1%	27.3%	20.0%	25.0%	25.0%
Used equipment	-	33.3%	27.3%	10.0%	-	-
Customers without a service agreement	-	11.1%	27.3%	10.0%	-	25.0%
During non-business hours	-	11.1%	18.2%	20.0%	-	25.0%
Process or application troubleshooting	-	-	27.3%	-	-	-
Other: write-in	33.3%	11.1%	18.2%	-	25.0%	-
Total	6	9	11	10	4	4

How to read this table: 66.7% of respondents in the \$0 - \$9 Million range selected "We never charge".

Other: Write-in (by Revenue Range)

\$0 - \$9 Million

- More involved calls where large amount of time is required
- Problem cannot be solved remotely

\$10 - \$19 million

- For new equipment, we determine very early in the request whether or not the support is considered "in scope". If it is, we will consider it warranty, if it is not it will be chargeable.

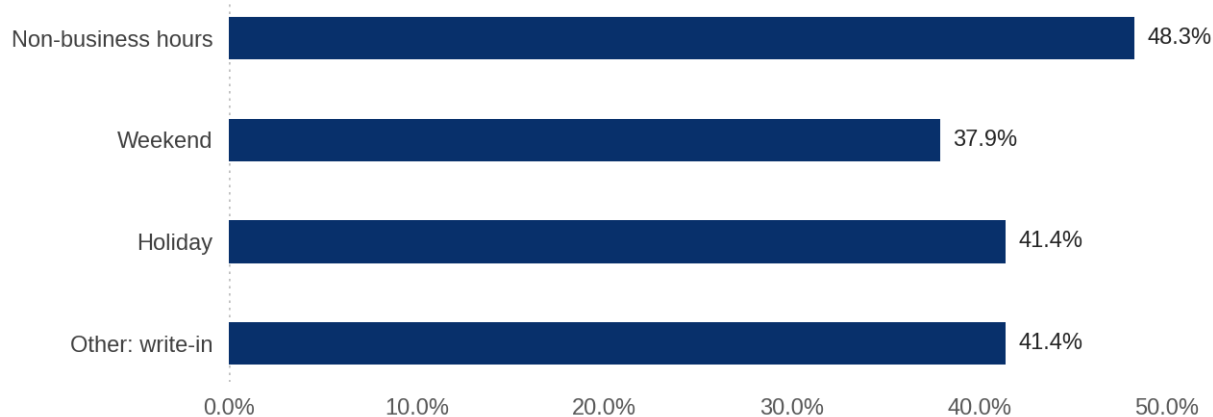
\$20 - \$49 million

- We are considering charging after a certain period of time (eg. 6 months of ownership)
- We are just starting this process

\$100 - \$249 million

- We typically don't charge for remote support unless a significant amount of support is needed.

6. What are the circumstances that increase the fees assessed to customers for telephone technical support? (select all that apply)



Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
Non-business hours	40.0%	50.0%	66.7%	40.0%	33.3%	33.3%
Weekend	20.0%	50.0%	44.4%	60.0%	33.3%	-
Holiday	20.0%	50.0%	44.4%	60.0%	66.7%	-
Other: write-in	60.0%	25.0%	33.3%	40.0%	33.3%	66.7%
Total	5	4	9	5	3	3

How to read this table: 40.0% of respondents in the \$0 - \$9 Million range selected "Non-business hours".

Other: Write-in (by Revenue Range)

\$0 - \$9 Million

- No fee
- None
- We don't

\$10 - \$19 million

- None

\$20 - \$49 million

- Emergency without a contract
- We don't charge now but we would handle it like on-site tech support.

\$50 - \$99 million

- No contract
- None

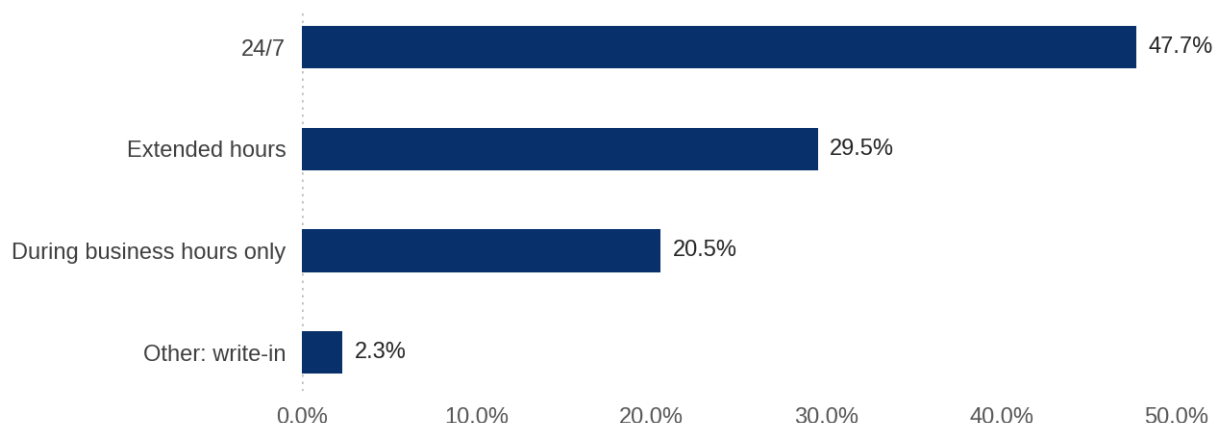
\$100 - \$249 million

- None. We get on calls on weekends.

\$250 million +

- None (2)

7. When do you provide telephone technical support?



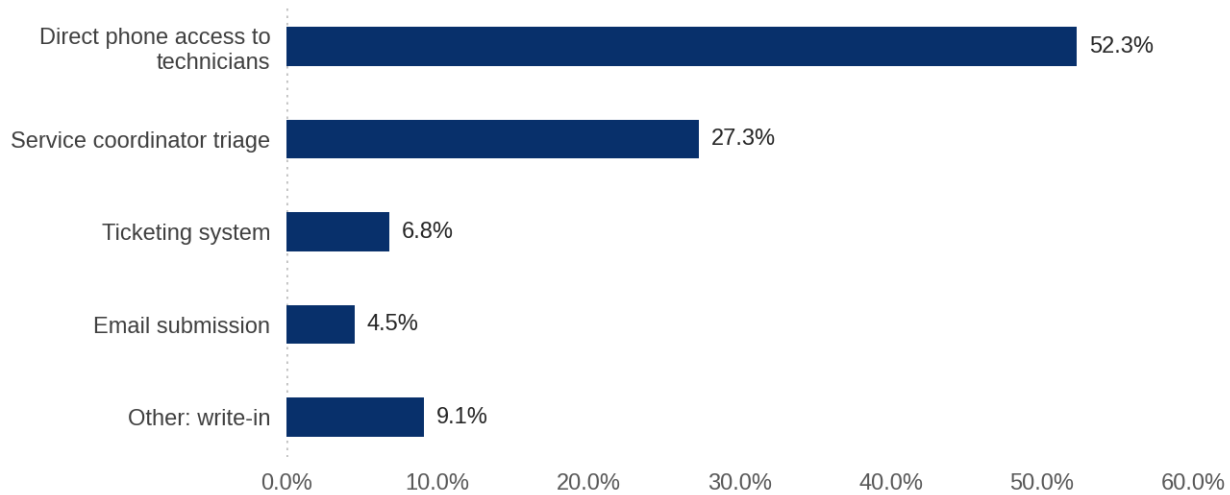
Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
24/7	33.3%	22.2%	45.5%	50.0%	100.0%	75.0%
Extended hours	50.0%	44.4%	27.3%	20.0%	-	25.0%
During business hours only	16.7%	22.2%	27.3%	30.0%	-	-
Other: write-in	-	11.1%	-	-	-	-
Total	6	9	11	10	4	4

Other: Write-in (by Revenue Range)

\$10 - \$19 Million

- Basically during business hours but there are exceptions on a case by case basis.

8. How are telephone support requests typically managed?



Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
Direct phone access to technicians	83.3%	33.3%	63.6%	50.0%	-	75.0%
Service coordinator triage	16.7%	44.4%	27.3%	30.0%	25.0%	-
Ticketing system	-	11.1%	9.1%	-	25.0%	-
Email submission	-	11.1%	-	-	25.0%	-
Other: write-in	-	-	-	20.0%	25.0%	25.0%
Total	6	9	11	10	4	4

Other: Write-in (by Revenue Range)

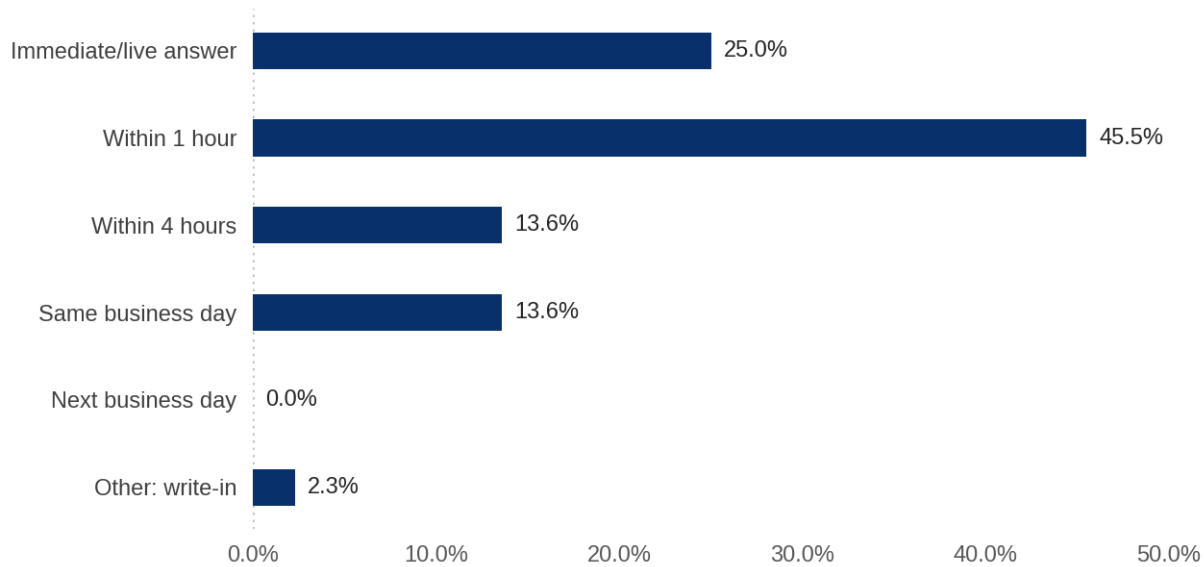
\$50 - \$99 Million

- Direct phone and email
- Both phone and email

\$250 Million +

- Answering service interface to tech on call.

9. What is your target response time for telephone technical support requests?



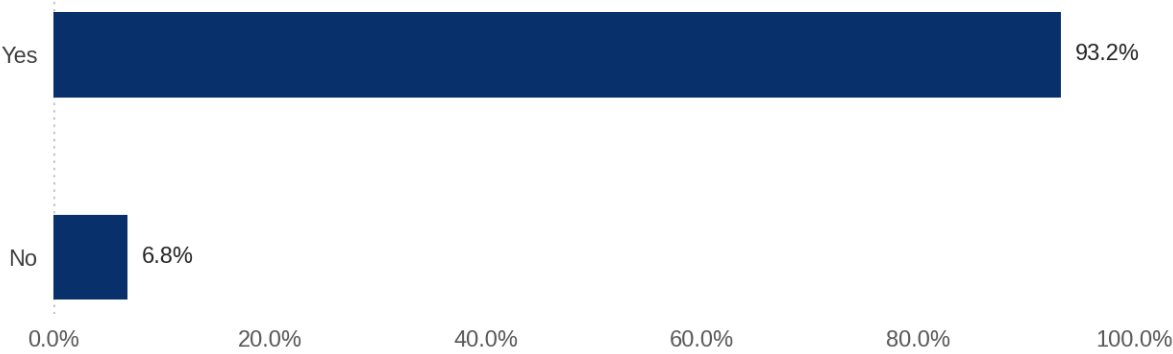
Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
Immediate/live answer	16.7%	22.2%	18.2%	30.0%	50.0%	25.0%
Within 1 hour	50.0%	44.4%	36.4%	50.0%	25.0%	75.0%
Within 4 hours	-	-	36.4%	20.0%	-	-
Same business day	16.7%	33.3%	9.1%	-	25.0%	-
Next business day	-	-	-	-	-	-
Other: write-in	16.7%	-	-	-	-	-
Total	6	9	11	10	4	4

Other: Write-in (by Revenue Range)

\$0 - \$9 Million

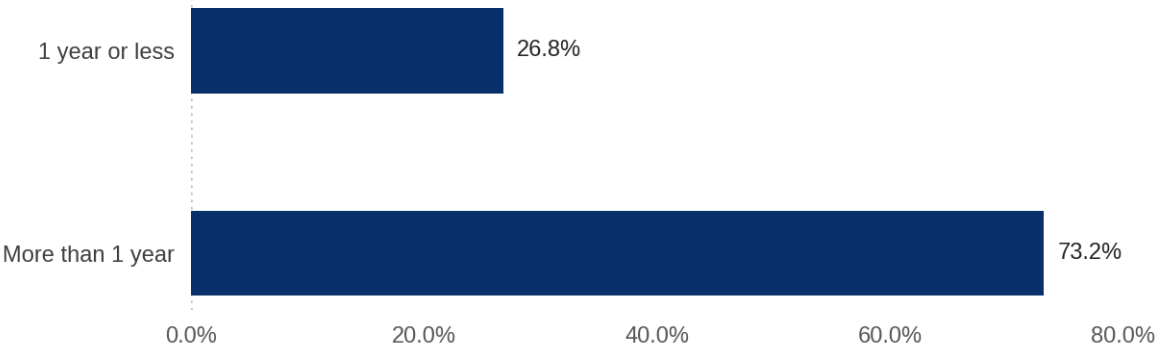
- within 24 hours

10. If the equipment is sold to a third party, would you provide telephone technical support to the next owner of the machine?



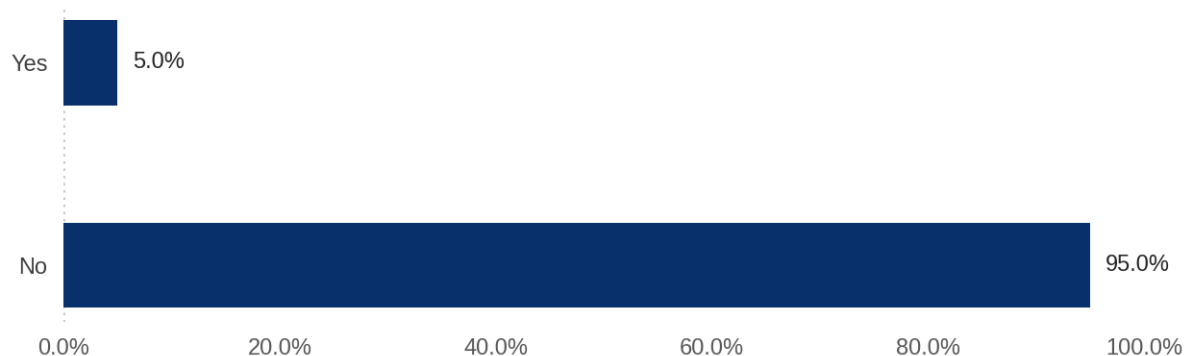
Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
Yes	83.3%	100.0%	90.9%	100.0%	75.0%	100.0%
No	16.7%	-	9.1%	-	25.0%	-
Total	6	9	11	10	4	4

11. In general, what is the time period the 2nd customer may receive access to this telephone technical support?



Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
1 year or less	-	-	40.0%	40.0%	33.3%	50.0%
More than 1 year	100.0%	100.0%	60.0%	60.0%	66.7%	50.0%
Total	5	9	10	10	3	4

12. Does telephone support differ for customers who purchased equipment through third parties (e.g. distributors, dealers)?



Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
Yes	-	-	-	20.0%	-	-
No	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%
Total	4	9	10	10	3	4

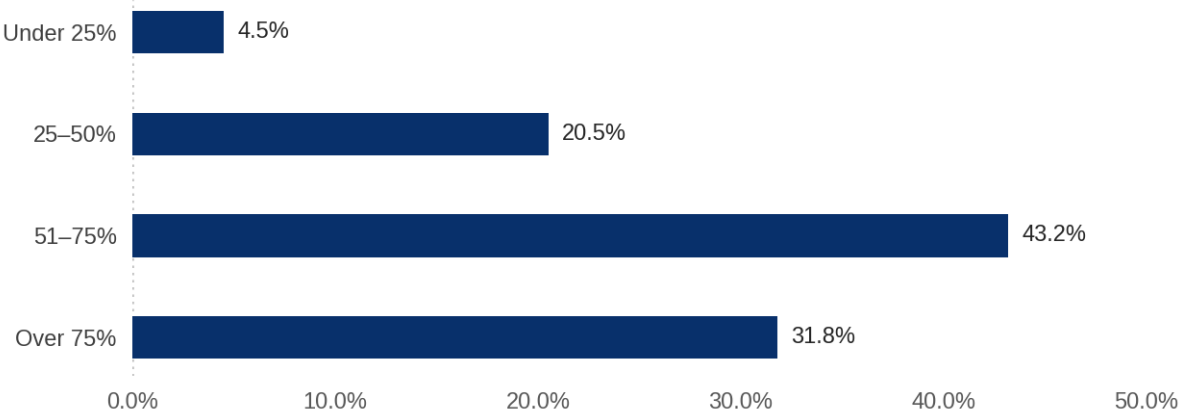
13. How does your support differ?

Responses by Revenue Range

\$50 - \$99 Million

- Distributors are the first line of support, and we will help from there when/if needed
- Response time will always go to direct customer.

14. Approximately what percentage of technical support calls are resolved remotely without an on-site visit?



Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
Under 25%	-	11.1%	-	-	25.0%	-
25-50%	16.7%	33.3%	9.1%	40.0%	-	-
51-75%	16.7%	33.3%	54.5%	40.0%	25.0%	100.0%
Over 75%	66.7%	22.2%	36.4%	20.0%	50.0%	-
Total	6	9	11	10	4	4

15. Any additional comments on telephone technical support?

Responses by Revenue Range

\$0 - \$9 Million

- The corona treater design should be simple so that with proper documentation and technical guidance anyone can resolve a problem.

\$10 - \$19 Million

- The issue we find is we will give suggestions of items to check on the machine to the customer. We don't hear back so we presume one of those worked but sometimes the customer's person does not follow through and then we get a call for a service visit. It is the customer's responsibility to follow back up with us. A lot of the "mechanics" do not want to try fixing the machine themselves.

\$20 - \$49 Million

- We are looking to formalize the tech phone support and limit the free stuff to under an hour
- With the used equipment market having exploded, we spend lots of time on remote support with new owners of machines. To date we haven't charged for it but we are planning on doing so (eg. first 15min free if the machine is older than 6 months...then bill like regular on-site support).

\$50 - \$99 Million

- Try to keep the calls within the country or region of origin.



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