

HIVE Telecom Broadband FAQs

1. What equipment do I need?

You must use a compatible ADSL router. This is determined by the connection speed we are supplying. Where an up to 20Mb circuit is provided the router must be an ADSL2+ router. Where an up to 8 Mb connections is provided the router must be an ADSL2 router.

2. What's the connection charge for HIVE Telecom Broadband?

HIVE Telecom does not charge a fee if your line is already connected with BT.

3. Can I buy a router from HIVE Telecom?

Yes. We are able to supply a range of ADSL routers. Further advice is available from our Customer Support department on 01256 857000.

4. Can I use my existing router?

Yes, you are welcome to use your existing router. However you need to check it's compatible with the Broadband circuit you are ordering. Please remember you will need to re-programme your router with your HIVE Telecom login details. If you are uncomfortable doing this you are advised to order a new router from HIVE Telecom.

5. Do I need to programme my HIVE Telecom router before using the Internet?

No. HIVE Telecom supplied routers come pre-configured. You can immediately connect to the Internet on a wired basis without any extra programming. Please note if you order a wireless router you may need to change some settings before connecting wirelessly.

6. What operating systems is HIVE Telecom Broadband compatible with?

Our Broadband service is compatible with MAC, Windows 7, Windows 8, XP and Vista.

7. How does my computer access the Internet?

If you are using a wired ADSL router you must have an Ethernet Network Interface Card (NIC) in your computer. If you are using a wireless router your computer must already be Wi-Fi enabled. Alternatively you can use a plug in Wi-Fi adapter (not supplied).

8. Who do I contact for Broadband support?

HIVE Telecom's Broadband support department can be contacted on 01256 857000. Technical support is available Monday to Friday between 9.00am and 17:30pm. Our support team is UK based.

9. I already have Broadband with another Service Provider, how do I transfer to HIVE Telecom?

In order to process your order you will need to contact your existing service provider for a Migration Authorisation Code (MAC). We cannot process your transfer request without a valid MAC.

10. How do I get a MAC?

You should contact your current service provider. MACs must be issued within 5 working days of your request. Most service providers will happily provide a MAC within 24 hours.

11. Will I experience any interruption when swapping my Broadband connection to HIVE Telecom?

If you are transferring from another service provider it's common to experience a temporary loss of service on the day of transfer. This can last up to 2 hours. In most cases the interruption is only a few minutes.

12. Will my current Service provider penalise me for leaving?

You need to check with your current supplier to see if there's a charge for leaving.. Some providers may not charge you at all.

13. How long does it take to get HIVE Telecom Broadband installed?

Installation lead-times vary between packages but usually take 5 working days. When you place your order we will provide an estimate of lead-time.

14. What are the usage limits?

The HIVE Telecom Broadband Package is an unlimited package.

15. Do you guarantee a minimum speed?

No. The speed you get will vary by time of day and day of week. We do however provide an estimate of the likely maximum possible speed.

16. Can I cancel my order?

Yes. We offer a cooling off period. This starts from the date you place your order and finishes on the day before your service goes live. During this period you can cancel your order without charge. If you wish to cancel your order after the cooling off period an early termination charge will apply.