

HIVE Telecom Line Rental FAQs

1. Who can we accept orders from?

If you are currently a BT residential customer or served by a supplier using BT Wholesale Access we can transfer your existing line to HIVE Telecom. This effectively means any phone line where the phone number belongs to BT.

2. I don't pay my line rental to BT. How can I tell if I can transfer my line to HIVE Telecom?

Please call our Customer Service team who will be able to check this for you on 01256 857000.

3. Can I keep my existing phone number?

Yes. In most cases your existing phone number will automatically transfer along with your line. If you have a non-BT phone number (e.g. Virgin Media) we need to check your number before accepting your order.

4. When do installation charges apply?

Orders involving BT issued numbers are transferred for free. In some cases non-BT numbers involving number portability requests can also be processed for free, however in the majority of cases a new connection charge will apply. Orders involving the installation of a brand new line are subject to a connection charge. Where applicable our standard connection charge is currently £115.00 (inc. VAT) per line.

5. How much does it cost to connect a customer transferring from Virgin Media?

Unfortunately we are unable to transfer customers using a Virgin Media fibre line for their telephone service. This would require a new installation as above.

6. Does it cost anything to re-connect a disused BT line?

If a disused BT line has been out of service for a long time it is very likely that a re-connection charge of £60 (inc. VAT) will apply. However if the line has been out of service for only a few days it is unlikely that a connection charge will apply.

7. Can I tell whether a re-connection charge applies before submitting an order?

Yes. Please call our friendly customer services team who will be able to advise if any charges will apply. If you change your mind you can cancel your order. If you wish to cancel you must notify us as soon as possible. In all cases your notice to cancel must be received before your activation date.

8. How much does it cost to transfer line rental from TalkTalk or Sky to HIVE Telecom?

Unfortunately we are unable to transfer customers using a Talk Talk or Sky line for their telephone service. This would require a new installation as above.

9. How can I tell if there is an active line in my property?

If you ask your service provider they should be able to tell you. If not please contact us and we will be able to check.

10. Can line rental be added to existing HIVE Telecom call plans?

Yes. If you are an existing HIVE Telecom Carrier Pre Select (CPS) customer you can add line rental to the following call plans Hive Anytime or Hive Evenings and Weekends. If you have any other discontinued packages we would need to upgrade your package to a Hive package.

11. Do I automatically keep the same calling features when I transfer my line rental to HIVE Telecom?

When you submit your order you will need to specify the calling features you require. Calling features can be easily added and removed by contacting HIVE Telecom Customer Services on 01256 857000.

12. Will my number be ex-directory if I take HIVE Telecom line rental?

When you transfer a BT line to HIVE Telecom we automatically retain your existing directory listing. If you order a new line we automatically list you in the telephone directory as ex-directory.

13. Will I still receive a BT bill?

No. After you've finalised your account with BT your line rental will be invoiced by HIVE Telecom.

14. How will I be billed?

You are able to view and download your bills monthly online via the HIVE Telecom website <http://billing.hivetelecom.com/>. If you prefer to receive a fully itemised paper bill you may request this at any time. Where this is requested a monthly charge of £1.99 (Inc. VAT) will apply.

15. What are the payment options?

You can pay by Direct Debit or manually on receipt of invoice. If you opt to pay manually (i.e. by cheque, bank giro credit, or money transfer) a monthly charge of £1.00 (Inc. VAT) will apply.

16. Who do I contact about faults?

If you need to report a fault with your line you must contact HIVE Telecom customer services on 01256 857000. Faults can be reported Monday to Friday 8.30am to 6.00pm. HIVE Telecom line rental customers should not contact BT to report faults.

17. Can I report a fault outside of normal working hours?

No. All faults need to be reported during our published office hours.

18. Can HIVE Telecom Broadband be delivered at the same time as my phone line?

No. Once your order for line rental has gone live we will place your order for the Broadband. It will then take around 5 working days to go live. If you have an existing broadband package with another provider we would require a MAC code to place your order.

19. If I take HIVE Telecom line rental can I keep my existing Broadband service?

Yes your existing Broadband service will continue as normal.

20. Can I still make emergency calls?

Yes. You can contact the emergency services by dialling 999 or 112.

21. What happens if I move house?

If you are moving house and need to transfer your telephone or Broadband service to a new address please contact HIVE Telecom customer services on 01256 857000.

22. How long does it take to get connected?

From the point that we accept your order it usually takes 14 days to transfer your line to HIVE Telecom. If there are any delays with your order a member of our customer services team will contact you to advise.

23. Can I cancel my order if I change my mind?

After you submit your order we will send you a Package letter with all your charges and information. If you change your mind you have 48 hours before your order goes live to cancel your order. We can accept cancellations over the phone. Please note if you cancel within 48 working hours of the installation date we may not be able to stop your line rental transferring to HIVE Telecom.

24. Will there be a break in service if I transfer my line or Broadband to HIVE Telecom?

On the day your line goes live with HIVE Telecom there should be no disruption to your telephone service. We will then place the order for your broadband to your current provider using the MAC code provided and this takes 5 working days to go live.

25. Will I continue to receive phone books?

Yes. You will receive a free copy of your local telephone directory. This will be delivered after they are reprinted.