

FAQ - Telecoms

Here are some frequently asked questions we have compiled over the years for your information.

- Do we have to change our lines and telephone numbers?

Your BT lines and telephone numbers stay the same, meaning a hassle-free transfer of services and most importantly no line installation to worry about.

- But we are on cable. Can I still use Utility Options?

To use our service, you have to have BT lines. However, many customers have BT lines re-installed in order to use our service and save money.

- Because we are paying less for our calls, does it mean the service is lower quality?

Absolutely not. Our aim is to provide a business-class service that matches BT's high standards. We will never sacrifice quality for price.

- Does an engineer have to come around and disrupt our working time by fitting routing equipment?

In most cases, no. We can usually arrange for BT to perform the routing from your local exchange. If equipment does have to be fitted, we can arrange for installation at a time to suit you, including weekends.

- Can we still use BT special services like call divert, 1471 and any Surftime agreements we have?

Yes. All BT services starting with a 1, a * or a # are automatically routed via the BT network. Fixed-cost internet services such as BT Surftime (0844 numbers etc.) are also sent via BT.

- What happens if there is a fault on your network, and we can't make outgoing calls?

Because of the way the system works, you always have the BT network available as a failsafe. If, in the highly unlikely event of a network failure, you are unable to make outgoing calls via Utility Options, you can force calls over BT by prefixing a three-digit code.

- Will we be able to talk to someone who can deal with any queries or problems?

Yes. You are assigned a dedicated account manager when you join. This person will be your single point of contact for all queries/problems. This means that your account manager will know you, will know your business, and will be able to deal with your enquiry quickly and efficiently. We do not operate auto-attendant queuing systems or voicemail. When you call, the person answering will either be able to deal with your query, transfer you to your account manager, or put you through to someone who can deal with your query in the most efficient way.