

### *Moving your telephone line to your new address*

#### • Plan ahead

It may seem a simple operation, however your telephone company will need to schedule engineer time to make changes to your telephone setup so you need to be looking into this at least one month before you move house.

You will need to call your provider and inform them that you are moving. Many customers have a contract with their telephone company (BT almost always do) and if you move the line they may wish to tie you in for a further term. Ask about this, more often than not, the provider will not elect to tell you this and getting out of a contract can be expensive.

#### • Installing the new line

If the property you are moving to has a phone line already (which the seller is cancelling when they move out) then you should be able to take this over on a date agreed with your telephone company with minimal (if any) additional cost. Normally your old line will cancel on the date you take over the new line.

If you are moving to a property where there is no phone line or it has been disconnected for some time then it's quite likely that the telephone company will want to charge for installing a new line. This normally costs about £100, though can be more if external works are needed to get a line to your new property. You may get a discount on this price – but beware as it often means being tied to a 2 or even 5 year contract.

#### • Keeping your phone number

If you are moving locally (within just a few miles) then it's quite likely that your telephone company can let you keep the telephone number from your old address and install it at the new one. If you are moving further afield then this most likely won't be possible, however you may be able to have phone calls to your old number diverted to your new one for a time, though charges will apply. The best option is to call your provider and ask.

#### • Shopping Around

You can get much better value and service by shopping around for your telephone provider. Generally BT still manage all of the infrastructure (exchanges, lines and engineering services) regardless of which provider you end up with and you can easily find a provider who will supply you exactly the same telephone service, cheaper and without holding you to a long contract. Ask your broadband provider if they can also supply your calls and line rental – often they do and the combined package can save you money. Have a look at [www.uswitch.com](http://www.uswitch.com)

### • Moving your broadband connection

Prepare for some downtime on your broadband connection, you can approach this in 2 ways:

#### 1. Transferring your broadband connection to the new address:

The first step is to arrange your phone line to be moved, then contact your broadband provider. Give them a date which you will be moving and when you want the connection to be transferred to your new phone line. You will of course need the new phone number so they can transfer your service – however you may not get this until closer to your move date. Often, the broadband cannot be ordered until your new line is active. If this is the case then its possibly best to abandon trying to transfer the service, instead do the following:

#### 2. Cancel your old service and order a new broadband connection at the new address:

Quite simply contact your current broadband provider and ask to cancel the broadband service on the same day as your telephone line transfers. You may be tied to a contract and liable for cancellation charges if you have only had the service for a short time. Be aware that when you cancel your phone line, there is normally an automatic system which in turn automatically cancels your broadband connection too.

You are now free to either keep your existing provider or move to a new one. When you have it, provide the new telephone number and billing details to your chosen provider. They will place an order for your broadband connection and you will receive an activation date usually 7-10 days from when you place the order. Some providers can do something called “simultaneous provision” where the phone line and broadband can go live on the same day. Ask about this, you normally need the order reference number given to you when you ordered the phone line to do it and its normally free of charge.

For telephone and broadband packages, we recommend:

Zen Internet ([www.zen.co.uk](http://www.zen.co.uk)) – 0845 058 9000

Plusnet ([www.plus.net](http://www.plus.net)) -0800 432 0080