

# Your questions, answered:

Everything you need to  
know about **RCUK HOME**  
at a glance.



# RCUK HOME FAQs

## What is Digital phone?

VoIP or Voice over Internet Protocol is another name for Digital Phone. It simply means calls that are made over a broadband connection, rather than a landline connection.

## Do I need a specialist Digital phone handset or can I use my old phone?

No, specialist handsets are not required. If you do want to use your current handset we need to know this before your service goes live. You can purchase an updated digital handset from RCUK HOME.

## What happens to Digital Voice if there's a power cut?

Digital Voice makes and receives calls using the internet. So if you have a power cut at home, you won't be able to make any calls. We recommend that you have a mobile phone available as an alternative way of contacting emergency services.

## Telecare, burglar alarms and Digital Home Phone

We're working closely with telecare and alarm providers to make sure that we know who is using their equipment. We want to make sure that you aren't moved over before your service equipment is ready, so please speak to your provider and they may ask you to call us to let us know which equipment you're using.

## Should I get a broadband and landline bundle?

That's up to you. Dealing with one provider is a lot easier – home phone and broadband deals have one combined bill each month.

## Can I keep my current home phone number when I switch providers?

Just let us know if you would like to keep your number when placing your order we will arrange the transfer of the number. You will need to arrange a divert but we will help you every stage of the way.

## I don't want a landline and phone deal; do you offer broadband only?

Yes, we offer a range of broadband packages so you can find the right deal to suit your household.

## Do I need to cancel my existing broadband service?

If you've asked us to take over your existing line or port your existing landline number, we'll contact your existing provider to cancel their service on your behalf. However, if you're a customer of Virgin Media we'll be unable to do this for you. You'll need to contact Virgin Media and let them know you want to cancel.

## If you're still in contract with another provider:

We recommend you check the terms and conditions of your contract. Some providers may charge a fee for early termination if you are still in contract with them.

You may decide to place an order even if your existing provider charges a fee – our low-cost Broadband package may still save you money.

## How long is the contract for?

The contract is for 24 months.

## What happens after 24 month? Do RCUK HOME charge out of contract rates?

No, unlike most other providers RCUK HOME does not charge out of contract rates once you are out of contract.

## How long will it take for my new broadband and/or Digital Phone Line to go live?

Once the order has been placed a member of the RCUK HOME team will be in touch via email to advise on a go live date. It should be around 2 weeks from ordering.

## Can I Install the broadband myself?

No. An Openreach engineer will attend your home to install the broadband connection. The router and phone (if you have ordered) will be sent you ahead (ahead should be one word) of time with instruction on how to connect these devices.

## Get in touch

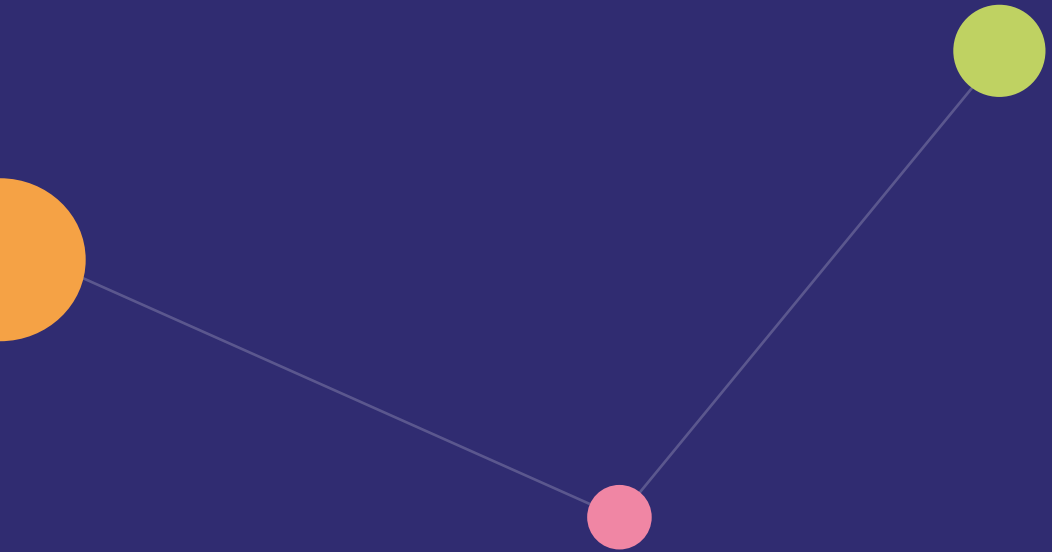
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