

# TalkTalk FAQs

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# Joining TalkTalk

## How do I Join TalkTalk?

Joining TalkTalk couldn't be easier – Just visit our website, choose your 18-month package, and sign up online. We'll then email you two documents (your Contract Summary and Contract Information) to have a look over to make sure you're happy to proceed before your install date. Please make sure you have access to the email address you use when you sign up, as you'll need to confirm receipt of these documents with us before we can get you up and running. For more information about our current plans and latest offers, head to the TalkTalk shop.

If you have any questions about our products or services, our friendly web chat agents are here to help you and if you'd prefer to sign up over the phone, please call us on 0808 108 0483.

Once you've joined, we'll aim to get everything up and running as soon as possible. The actual activation date will depend on whether we're using your existing line or installing a new one.

- Existing line: Your activation date will be approximately 15 days after you placed your order. You'll receive your router in the post shortly before your services are due to be activated. You can check your activation date in your welcome pack or in My Account.
- New Line Installations: Your activation date will depend on the date you have chosen for your engineer visit. You can check this in your welcome pack or in My Account.

## Informing your current provider?

If you're with BT, EE, PlusNet or Sky for Broadband, you don't need to contact your current provider as one of our agents will cancel your contract once you've placed your order with TalkTalk. If you currently have a Sky TV subscription that you wish to cancel you'll need to contact Sky directly.

If you're switching from Virgin Media cable, you'll need to cancel your services directly with them. To help avoid loss of service, it's best to tell Virgin Media of your confirmed TalkTalk activation date. This is so they can cancel their service as close to your new TalkTalk activation date as possible.

If you're switching from a provider who is not on the Openreach network (for example, Vodafone and the CityFibre network), you'll need to cancel your services directly with them. To help avoid loss of service, it's best to tell the other provider of your confirmed TalkTalk activation date. This is so they can cancel their service as close to your new TalkTalk activation date as possible.

## Compensation

At TalkTalk, we're committed to providing great value and the best service possible for our customers. As part of this commitment, we've joined the industry's automatic compensation scheme, which means we'll automatically compensate you with a credit on your account in certain circumstances.

You'll receive compensation if you experience a total loss of service, delays to the start of your service for phone and broadband orders, or if an engineer misses an appointment. This will be credited to your account automatically and we'll send an email or text message to let you know, so you don't need to contact us to receive this. You should continue to pay your bills as normal whilst experiencing any issues.

You may also be entitled to compensation in other circumstances. For instance, if we fail to port your telephone number on time, or if we have transferred you to TalkTalk without your knowledge or consent. In these cases, you need to contact our customer service team who will be able to discuss the matter further with you.

## Address isn't listed

If your address isn't listed when you try to sign up with us, you need to visit the Royal Mail website to add or change your address details.

Your address will be added to the Post Office records within 7 days and then sent to Openreach to confirm whether they can provide a line to your home. After this, you'll be able to sign up with us.

If you've moved into a new build property, you may need to get in touch with Openreach, CityFibre, or other alternative networks (such as Community Fibre or Freedom Fibre) so they can update their records.

## Do you need a landline number?

If you sign up for one of our Broadband packages, then you will need a landline. A landline is included in all of our Broadband packages, and we offer a great value new line installation service if you don't have a landline already. An engineer will visit your home to install your new line and we'll arrange a convenient date and time with you when you place your order.

The new line installation charge will be added to your first TalkTalk bill. For more information and to sign up, see our plans. When you've picked the right package for you, simply select New to TalkTalk, then click the link for Don't have a landline number? That will allow you to sign up without entering a phone number.

If you sign up for one of our Full Fibre packages, then you will not need a landline. An engineer will visit your home to install your service if you're switching to Fibre from Broadband, and we'll arrange a convenient date and time with you when you place your order.

## Keeping your existing number?

Usually, yes. We aim to make joining us as easy as possible, and in most cases, we can help you bring your number to TalkTalk. When you place your order we'll let you know if it's possible, and if we can't transfer your number, we'll give you a new one.

## Credit checks

As part of our standard business policy, we always carry out a full credit check on all TalkTalk orders. We use the most up-to-date credit bureau and internal information so results can vary depending on your current circumstances.

Credit checks are carried out on our behalf by Equifax, an independent credit agency. We don't have access to details relating to your credit rating. If you have any questions about your credit rating please call Equifax directly on 0800 014 2955 or visit Equifax.

Once Equifax run the credit check, you'll see a credit search from TalkTalk on your credit file. We'll only progress with your order if you pass the credit check. In some circumstances we may need to run a few other credit and fraud checks or contact you for further information such as proof of identity.

As a result of your credit check we may ask you for an upfront payment in order to proceed with your order. This payment will be credited to your TalkTalk account and will be used to cover any billed charges.

If you fail the credit check, your order will be cancelled. Here are some typical reasons why a credit check could fail:

- There could be inconsistencies in the address details that we hold for you e.g. bank card address needs to match your service address
- Poor payment history with other services or utility companies.
- Other external factors like not being on the electoral register
- Previous TalkTalk account with outstanding arrears

There are several credit reference agencies that can help with your ratings and could give an instant view of your credit report. The three main credit agencies in the UK are:

- Experian
- Equifax
- Transunion

## Your first bill

You'll get your first bill a few days after your new services go live. To view your bills online, simply sign up for online billing in My Account and we'll send you an email to let you know when your bill is ready. We can also send paper bills if you prefer.

Your monthly bill will be sent around the same day each month and your payment due date will also be around the same date each month. You can change your payment date in My Account to one that works better for you.

## TalkTalk Pricing

### Our Latest Plans

We've made choosing a plan really simple. Below you'll find a list of our current plans that give you everything you need for broadband and phone. We also have a wide range of Boosts that can be added to your plan.

When you sign up with us, there may be some one-off charges for things like setting up your line and delivering your equipment.

Here is a list of our latest plans and packages:

- Fast broadband - £32.00
- Fibre 35 - £29.95\*
- Fibre 65 - £29.95\*
- Fibre 150 - £39.95
- Fibre 250 - £44.95
- Fibre 150 Data Only - £39.95
- Fibre 500 Data Only - £44.95
- Ultra Fibre Optic - £36.00
- TalkTalk TV - £5.00
- TalkTalk Mail Plus - £5.00 (ppm) or £50.00 (pa)
- Fibre 900 (Data only) - £54.95

\*Fibre 35 and Fibre 65 are charged at £32.45 per month if you joined before March 2021.



## Customise your plan

Take your pick from our TV boxes and brilliant Boosts to personalise your package so you get exactly what you want.

### TalkTalk TV

Fancy watching all the TV you love in one place and without long-term contracts?

With our TV box, you'll get:

- 80 Freeview channels including 15 HD channels
- 30 day catch-up TV
- All the best On Demand players
- Flexibility to add extra channels with a NOW Pass
- Your favourite subscription services like NOW, Netflix and Amazon Prime Video

### Add-ons

We have a great range of Boosts that you can use to customise your package and personalise it to suits your needs.

If you're a broadband customer, protect yourself online with SuperSafe. Powered by award-winning security experts F-Secure, it keeps your family safe from online dangers including viruses, phishing attempts and banking fraud.

We also offer an exciting range of home phone Boosts for your TalkTalk landline, giving you extra calling features and inclusive minutes to UK or international numbers, so you can save on the types of calls you make the most.

## Check which plan you're on

The name of your current TalkTalk package can be found on the main screen in My Account. Your My Account dashboard will also show any additional services or Boosts on your account.

## TalkTalk Reward Card

### How do I claim my reward card?

You will receive an email from Giftcloud to your registered email address 45 days after your purchase once your connection is live.

Click the link in the email and complete the required fields to redeem your Reward Card of choice. The redemption email will be valid for 150 days.

You will receive a confirmation email from Giftcloud once you've selected your Reward Card.

Each retailer has their own redemption expiry dates, please check Giftcloud terms & conditions when selecting your Reward Card.

## Do I need to activate my Reward Card?

To activate your you will need to complete the fields required in your redemption email issued by Giftcloud. All Reward Cards are digital e-cards.

## How long have I got to redeem my Reward Card?

You have 150 days to complete the email issued by Giftcloud. Each retailer has different validation periods, please reference Giftcloud Terms & Condition when selecting your reward card.

## Where can I use my Reward Card?

Choose from: Amazon, Sainsburys, Tesco, Morrisons or a Giftcloud Pre-paid Mastercard accepted at most major retailers.

All Reward Cards are issued digitally. Physical Mastercard's can be selected. Reward card issued by Giftcloud via email. Choice of Reward Cards include the following retailers: Amazon, Mastercard, Sainsburys, Tesco or Morrisons. Tesco Reward Cards can only be used instore. See Giftcloud terms and conditions for individual retailer redemption expiry dates.

## I'm having issues redeeming my Reward Card what should I do?

If you have any issues redeeming your Giftcloud Reward Card, please email [hello@giftcloud.com](mailto:hello@giftcloud.com).

## I haven't received my Reward Card?

You will receive an email from Giftcloud to your registered email address 45 days after your purchase once your connection is live.

Click the link in the email and complete the required fields to redeem your Reward Card of choice. The redemption email will be valid for 150 days.

You will receive a confirmation email from Giftcloud once you've selected your Reward Card.

Each retailer has their own redemption expiry dates, please check Giftcloud terms & conditions when selecting your Reward Card.

## Where can I find the Terms & Conditions of my Reward Card?

You can find your Terms & Conditions below, and in the small print section at the bottom of all our pages.

Up to 944Mb/s on Fibre 900 only. Ends 24 May.

Only available on selected 24 month fibre plans on the City Fibre Holding network. Subject to local availability. New customers only. Reward cards on 24 month plans: £75 for Fibre 150 data only; £100 for Fibre 500 data only; £50 for Fibre 900 data only.

Reward card issued by Giftcloud via email, by purchasing you are consenting to your registered email address being shared. Redemption email issued 45 after purchase. Reward card issued by Giftcloud via email. Redeemable up to 150 days at your choice of the following retailers: Amazon, Mastercard, Sainsburys, Tesco or Morrisons. Tesco Reward Cards can only be used instore. See Giftcloud terms and conditions for individual retailer redemption expiry dates.

For more information on Amazon.co.uk Gift Cards see [www.amazon.co.uk/gc-legal](http://www.amazon.co.uk/gc-legal) for Amazon reward cards.

## Full Fibre FAQs

# WHAT IS FULL FIBRE

Full Fibre (otherwise known as fibre to the premise or FTTP) is brand new broadband technology that provides great performance, fewer drop-outs, and impressive speeds of up to 500Mbps. Your broadband will never be limited by distance from the exchange or your street cabinet because we use fibre optic cabling straight into your home.

## WHAT'S DIFFERENT ABOUT FULL FIBRE?

Some call it FTTP, or even Fibre to the Premise if you really know your stuff. But put simply, Full Fibre is 100% fibre straight into the heart of your home.

It replaces the mix of fibre and copper cables that most broadband services use, bringing a whole new level of speed and reliability.

## HOW DO I SIGN UP?

If you're a TalkTalk customer and Full Fibre is available in your area we'll be in touch to let you know. You can also use our availability checker to see if you can get Full Fibre.

If we haven't reached your area yet, don't worry, give us a few details and we'll let you know when Full Fibre is available to order.

## How Full Fibre Is Installed

### Prepare for your appointment

Here are a few things to remember and some things you can do to help us install Full Fibre as quickly as possible.

- You'll need to be at home for the duration of the installation
- You can help the installation go as smoothly as possible by planning ahead and thinking about the best location for your Fibre Connection Box and Wi-Fi Hub
- If your ideal location is behind a cupboard or another piece of furniture, you can help us by clearing the path for the engineer to do their work
- Your Full Fibre equipment will need to be plugged in. Depending on which products you'll be using, you'll need a different amount of power sockets available to finish connecting your services:

- If you're only using a Fibre Connection Box (ONT) and a Wi-Fi Hub or eero, you'll need two power sockets available next to each other.
- If you're using a Digital Voice (VOIP) product as well as a Wi-Fi Hub and an ONT, you'll need three power sockets available next to each other.
- If you're using Digital Voice (VOIP) products as well as an eero and an ONT, you'll need four power sockets available next to each other.

## Full Fibre, How is it installed?

A specially-trained engineer will come to your house to install your equipment. The cabling we use for Full Fibre is very delicate compared to standard broadband, so it has to be handled carefully and tested to make sure it hasn't broken once installed.

Here's how our engineer will install Full Fibre:

1. First, we'll run fibre cabling from our network in the street to your house, either overhead through a pole or underground in a trench
2. Then we'll drill a small hole through your exterior wall to bring the fibre cable into your home via a CSP
3. The engineer will install a Fibre Connection Box if you haven't got one already
4. We'll connect the fibre cabling to the Fibre Connection Box, then connect the Fibre Connection Box to your router using an Ethernet cable

## How long will it take?

Installation times can vary depending on how much work needs to be done, but it usually takes between 2 to 4 hours. When you sign up, we'll give you a morning or afternoon time slot. Your engineer can arrive at any time within your allocated slot.

## Set up your Wi-Fi Hub for Full Fibre

### Setting up with a White Fibre connection box?

Here's how to get set up if you have a white Fibre Connection Box.

1. Plug the Fibre Connection Box power cable into POWER port on the bottom of the Fibre Connection Box and into the wall socket, then switch it on
2. The POWER and PON light on the Fibre Connection Box will turn solid green
3. Now plug the power cable into your Wi-Fi Hub and wall socket
4. Push the power button on the back of the Wi-Fi Hub to switch it on

5. Plug one end of the Ethernet cable into PORT 1 on the bottom of the Fibre Connection Box
6. Plug the other end into the red WAN port on the back of your Wi-Fi Hub
7. The PORT 1 light on the Fibre Connection Box will turn solid green
8. The light on the front of your Wi-Fi Hub will turn white when it's on and connected

## Setting up with a Black Fibre connection box?

Here's how to connect your Wi-Fi Hub to your black Fibre Connection Box:

1. Plug the Fibre Connection Box power cable into the black port on the bottom of the Fibre Connection Box and into the wall socket, then switch it on
2. The POWER light on the Fibre Connection Box will turn solid green
3. Now plug the power cable into your Wi-Fi Hub and wall socket
4. Push the power button on the back of your Wi-Fi Hub to switch it on
5. Plug one end of the Ethernet cable into the yellow Ethernet port on the bottom of the Fibre Connection Box
6. Plug the other end into the red WAN port on the back of your Wi-Fi Hub
7. The POWER, BROADBAND and SERVICE light on the Fibre Connection Box will turn solid green
8. The light on the front of your Wi-Fi Hub will turn white when it's on and connected

## Wi-Fi Hub light guide

The light on the front of your Wi-Fi Hub will change colour depending on the status of your connection.

Blinking amber – Your Wi-Fi Hub is starting up

Blinking amber and white – Your Wi-Fi Hub is connecting to the Internet

Solid white – You're connected to the Internet

Solid amber – Your Wi-Fi Hub is verifying your connection. If the light stays solid amber for more than 15 minutes, please contact us

## Connect using WPS

Wi-Fi Protected Setup (WPS) lets you easily connect network equipment like wireless printers to your router. Instead of manually typing in your Wi-Fi password, just press the WPS button on your Wi-Fi Hub to connect your device. Here's how to do it:

1. Follow the instructions that came with your device about connecting using WPS
2. Press the WPS button on the back of your Wi-Fi Hub until the light on the front of your Wi-Fi Hub starts flashing amber

3. When your device has connected to your Wi-Fi Hub, the light will turn solid white
4. If the connection fails, the light will flash amber again before returning to solid white
5. Wait until the light turns solid white and then try to connect again

## TalkTalk Speed FAQs

### WHAT AFFECTS YOUR FULL FIBRE SPEED WITHIN THE HOME

Here are some of the most common causes for slow broadband speeds within the home.

#### FURNITURE AND APPLIANCES

Some household objects can cause slow speeds. Electrical and Bluetooth appliances transmit signals which can interfere with Wi-Fi, whereas mirrors and radiators can stop Wi-Fi signals from passing through walls by reflecting them back into the room. Anything containing large amounts of water, like a fish tank or a boiler, can absorb Wi-Fi signals too.

#### SHARING YOUR CONNECTION

Your broadband speed is shared amongst all connected devices. If everyone in your household is using the internet at the same time, you may get slower speeds. Downloading, streaming, gaming and other online activities that use a lot of bandwidth may also take a toll on your speed if you're doing them all at the same time.

#### YOUR BUILDING

Wi-Fi can pass through most obstacles easily. However, materials like brick, plaster, cement, stone, metal and double-glazed glass can block some of the signals. Some newer homes may even have plasterboard walls that are backed with aluminium foil, which can act as a barrier to Wi-Fi.

#### HOUSE SIZE

The larger your house, the less likely it is that you'll get a strong Wi-Fi signal in every room. We recommend using a Wi-Fi Extender Kit to boost your signal in any rooms that have Wi-Fi weak spots.

# TalkTalk Billing FAQs

## WHEN WILL MY BILL ARRIVE?

We'll send your first bill shortly after your Full Fibre connection goes live and every month after that. Your bill will show:

- The full amount you'll pay for Full Fibre
- The date your payment is due
- Details of any discounts on your account

You'll receive a bill notification email to let you know you can view your bill in My Account. We'll then start sending your bill on a monthly basis and the monthly charge you were expecting will become the standard payment each month. Your bill will be sent around the same day each month and your payment due date will also be around the same date each month.

## CHARGES ON YOUR BILL

The charges on your first bill will be different depending on whether you're new to TalkTalk or you've upgraded your existing TalkTalk package to Full Fibre.

### New to TalkTalk?

Your first bill will contain part month charges and charges in advance for your package. It might look a little higher than expected but there are no hidden costs. The charges since you've joined section will show any charges from your go live date up to the date of your first bill, and the charges in advance section will include your package charges for the month to come.

### Upgrading your current TalkTalk plan?

Your bill will contain part month charges and charges in advance for Full Fibre, as well as a part month refund for your previous package.

The part month charges cover the cost of Full Fibre from the date you upgraded up to the date of your bill and the charges in advance will include your package charges for the month to come.

You'll also see part month credits in the last month's charges section. These are charges you'll be refunded for because they cover the cost of your old package from the date you upgraded to the date of your first bill.



## View and pay your bill

It's really easy to view your bills and make payments for your Full Fibre services in My Account - just follow the steps below:

1. Log into My Account
2. Select Bills & Payments in the navigation menu, then select My Bills
3. To pay your bill, select the Make a payment button at the bottom of your bill

## Change your payment due date

If you'd prefer your bill payments to come out on a different date each month, follow these steps:

1. Log into My Account
2. Select Bills & Payments in the navigation menu
3. Select Change payment due date
4. Choose one of the available dates then select Change payment due date
5. Select Confirm. You'll see a confirmation message with your new payment due date

When you change your payment due date, your billing period will change too, so your next bill may be a slightly larger or smaller than usual. If you have a current unpaid bill, the payment will still be taken as per the payment due date on that bill. Your new payment due date will take effect from your next bill.

## How would I request a refund?

The easiest way to request a refund is on the My Bills page in My Account. Below is a list of our refund options and the time taken to process a refund:

- Directly to your bank account - a quick and easy way using the bank details registered to your TalkTalk account. The refund will be in your bank account within 7 working days. If you have more than one bank account, you can request a refund to your nominated bank account in My Account if your Direct Debit is active.
- Card refund - only available if you have a card registered to your TalkTalk account. Card refunds aren't yet available online, however our live chat team will be happy to help. Once requested you will receive your card refund within 5 working days.

## When can I request a refund?

You can request a refund if your account balance is in credit and one of the following applies to you:

- You've made an overpayment and the payment was made more than 2 working days ago (this allows for the payment to successfully clear to us)
- You've paid for something you shouldn't have been charged for
- Your account is in credit once you've disconnected your services and received your final bill

## Why wouldn't you refund me?

We won't refund you in the following circumstances:

- Your account isn't in credit
- The credit on your account isn't from an overpayment, incorrect payment or final bill credit
- When a bill is about to be produced (within 4 working days) which will use up the credit on your account
- If you've already requested a refund through another channel
- If your services haven't gone live yet

## REFUND LESS THAN EXPECTED?

If the amount refunded is less than the amount requested this is usually because charges have been applied to your account between the time the refund was requested and it being processed. You can view any charges applied to your account in your transaction history in My Account.

## Troubleshooting

### SLOW SPEEDS

Full Fibre delivers speeds of up to 900Mbps straight into your home. However, even the best devices have limits to the speeds they can manage. Older devices have less capacity for high broadband speeds than newer ones, which can make your Wi-Fi feel slow regardless of the speed your router is giving out.

To get the best possible speeds with Full Fibre, we recommend that you:

- Connect your devices directly to your Wi-Fi Hub using an Ethernet cable
- Make sure your Wi-Fi Hub is upright and facing into the room
- Put your Wi-Fi Hub in an elevated position on a table or shelf
- Ensure your Wi-Fi Hub is not blocked by any furniture, ornaments or books
- Move electrical appliances like Bluetooth speakers and cordless phones away from your Wi-Fi Hub, or switch them off if moving them isn't possible

If you're still getting slow speeds after following the above, try changing your wireless channel to help reduce any congestion on your network. We recommend using channel 4 or 6. If your Wi-Fi gets slower when you're far away from your router, our Wi-Fi Extender Kit can help by making your signal go further.

## DROPPING CONNECTION

Here's what to do if your Wi-Fi connection keeps cutting out:

1. If your Wi-Fi signal keeps dropping on one device, go into the device's Wi-Fi settings and 'forget' your network. Then connect to your network again. If this doesn't help, or it's happening on all of your devices, follow the checks below.
2. Your Wi-Fi signal comes from the front of your router, so make sure it's upright and facing into the room. Try putting your router in an elevated position on a table or shelf, and make sure it's not blocked by any furniture or books. This way, your router can give out a clear, uninterrupted signal.
3. Electrical appliances like Bluetooth speakers, cordless phones, baby monitors and even remote controlled toys can disrupt your Wi-Fi signals. You should switch these off when they're near your router or move them away if you can.
4. If your Wi-Fi only drops when you're far away from your router, our Wi-Fi Extender Kit can help by making your signal go further.

## NO CONNECTION

Here's what to do if you haven't got an Internet connection:

1. If you can't connect to Wi-Fi on a particular device, go into the device's Wi-Fi settings and 'forget' your network. Then connect to your network again. If this doesn't help, or you can't connect any of your devices, follow the checks below
2. Make sure the Ethernet cable is securely plugged into the WAN port on the back of your Wi-Fi Hub. It's a good idea to check the other wires too, to make sure nothing's become loose or been knocked out of place
3. Now check the light on your Wi-Fi Hub. If it's off or flashing amber, reboot your Wi-Fi Hub and wait a few minutes
4. If the light on your Wi-Fi Hub is white, but you still can't connect, reboot your device and try to connect to Wi-Fi again
5. If rebooting your Wi-Fi Hub or device doesn't help, please get in touch so we can look into it for you

## Delivery FAQs

### When will I receive my parcel?

Most of our equipment is delivered by Yodel, and can arrive any time up to the day your services are due to go live. Yodel deliver Monday through Friday between 8am and 6pm, excluding bank holidays.

For UFO orders, the engineer will bring everything on your installation day, including your router.

### How can I track my parcel?

Once your order has been processed and we're preparing to dispatch it, you can track your order in My Account on the Order Summary page. You may also track your order through Yodel's parcel tracking page — Simply enter the parcel reference number from your dispatch confirmation email.

### Can I rearrange my delivery?

You can amend your delivery preferences with Yodel right up to the point of delivery. Just enter your parcel reference number to see which options are available to you.

### What if I miss my delivery?

Our routers are designed to fit through most letterboxes. If it doesn't fit through yours or you've ordered extra equipment, your driver will leave a calling card detailing what you need to do next. Yodel has a range of redelivery options, and you'll be able to see which are available to you on their website by entering your tracking ID or the reference number on your calling card.

### What if my parcel hasn't arrived?

If your parcel hasn't arrived by the time your services are live, please get in touch and we'll arrange a redelivery as quickly as possible.

## Engineer Appointments

### About your TalkTalk Appointment Engineer

Our engineers can help you with anything from installing your services to fixing a fault.

Appointments are available between 7am-6pm on weekdays and 7am-4pm on Saturdays. We'll give you a 2-3 hour timeslot for your appointment, and your engineer can arrive at any time within this timeslot.

If we find a fault outside of your property, we may need to arrange a separate visit from an Openreach engineer.

## TalkTalk Appointment charges

Your appointment may be chargeable depending on the type of fault you have.

## Cancelling or rescheduling your TalkTalk appointment

You can reschedule your engineer appointment in a few simple steps in My Account.

1. Login to My Account
2. Select View Order Progress on the main dashboard page
3. In the Appointment summary on your Order tracker timeline, select Change Appointment (If you cannot see this, then you will need to contact us to reschedule the appointment)
4. Choose a new date and time that suits you

The cut off time for cancelling or rearranging your appointment is 12 noon the day before your appointment. If you have a Monday booking, you'll need to amend it by 12 noon on Saturday.

If you amend your booking after 12 noon the day before your visit (or Saturday for a Monday booking) you will be subject to a missed appointment charge of £75.

## TalkTalk Engineer not arrived?

In the unlikely event that your engineer doesn't arrive, please double-check your appointment date.

Remember, your engineer can arrive at any time within your allocated time slot, so please make sure you've allowed enough time for them to arrive. They could also be delayed due to unforeseen circumstances.

## TalkTalk Appointment Terms and Conditions

Here's what to expect from your TalkTalk engineer visit, including charges:

- The maximum potential TalkTalk engineer charge will be £75 (including VAT) for the visit
- We'll charge you if our engineer was unable to find a fault with your service during your visit, or the fault was found to be related to a condition inside your premises. We won't charge you if the fault is caused by TalkTalk equipment, unless the fault was caused by

you damaging or misusing the equipment. For more information, please see our list of engineer charges

- Missed appointments will be charged at £75
- If you need to cancel or reschedule the appointment, you'll need to contact us no later than 12 noon the day before the appointment (or Saturday for a Monday appointment)
- If you cancel or reschedule after 12 noon the day before your appointment (or Saturday for a Monday booking) there will be a late booking charge of £75
- Someone who is over the age of 18 must be present for the duration of the engineering visit, or else the engineer will not be able to complete work. If this is the case, a missed appointment charge of £75 will be issued
- Any charges will be present on either one of your next 2 bills

## About your Openreach Engineer Appointment

Openreach are highly qualified engineers who maintain the wiring network from the telephone exchange to your home. They work on behalf of all telecoms providers and we use them for carrying out repairs and installing new lines.

### Precautionary measures update from Openreach

Openreach are continuing to install TalkTalk broadband and fixing faults without entering customers homes, where possible. However, if you experience a total loss of service they may need to enter your home to restore service.

If the engineer needs to enter your property, it will be at your discretion, for the least amount of time possible and at a safe distance to prevent the spread of the virus. If you test positive for COVID-19 within 14 days of an engineer visiting you, please contact us so we can inform the engineer that visited you. We may also need to share your contact information with NHS Test & Trace.

When you book an Openreach appointment, you'll be updated via SMS with the following information:

- The date and time of your appointment. This is sent the day before the engineer visit.
- The name and contact number of the visiting engineer. This is sent on the day of the visit.
- When the engineer is on their way. This is usually within one hour of travelling time.

## Openreach Appointment charges

Your appointment may be chargeable depending on the type of fault you have. Take a look at our engineer charges for more information.

## Cancelling or rescheduling your Openreach appointment

If you'd like to reschedule your Openreach engineer appointment, please give us a call on 0870 087 8777 at any time up to 12 noon the day before your appointment. If you call us after 12 noon the day before your visit there may be a late booking charge of £75.

## Openreach Engineer not arrived?

In the unlikely event that your engineer doesn't arrive, please double-check your appointment date on your SMS.

Remember, your engineer can arrive at any time within your allocated time slot, so please make sure you've allowed enough time for them to arrive. They could also be delayed due to unforeseen circumstances.

## Router Passwords

### HOW DO I VIEW OR CHANGE MY Wi-Fi Hub (Sagemcom) or Wi-Fi Hub Black (Huawei) router PASSWORD?

1. Open your browser and type in 192.168.1.1 to go to the router admin page
2. Login with the router username and password on the back of your Wi-Fi Hub
3. Click the See Wi-Fi settings button on the Dashboard page
4. Now click Change Wi-Fi password
5. Type your new Wi-Fi password into the text box when the window pops up
6. Enter your new Wi-Fi password again to confirm your changes
7. Click the Save Wi-Fi password button to finish

## HOW DO I VIEW OR CHANGE MY D-Link 3782 Super Router PASSWORD?

1. D-Link 3782 Super Router
  2. Open your browser and type in 192.168.1.1 to go to the router admin page
  3. Enter your router username and password. You'll find these on the sticker on the back of your Super Router
  4. Choose Settings in the toolbar
  5. Select Wireless (Wi-Fi) from the dropdown menu
  6. Type your new Wireless Network Name into the SSID box under 2.4GHz and 5HGz
  7. Scroll down the page and enter your new password into the PSK Network Key box
- Scroll up and select the Save button when you're finished