

## Service Reconnection Policy

### About this policy

This policy provides guidance on which services can be reconnected in the event of a customer choosing to cancel a service and then choose to reconnect the same service. It also contains information on the amount of time this can take and the charges associated.

Please be aware that once a number is disconnected it is often not possible to retrieve the same number upon reconnection of the service.

Current pricing for each service is shown in our Standard Charges document available from [www.timico.co.uk/terms-policies](http://www.timico.co.uk/terms-policies)

### ADSL Broadband

Reconnection is chargeable and takes five (5) working days after placing the order with BT.

Expediting an order is possible and chargeable. This can bring the connection time to within 48 hours of the order being placed with BT, but this is not guaranteed. If the order cannot be expedited then there is no expedite charge.

### FTTC Broadband

Reconnection is chargeable and takes ten (10) working days after placing the order with BT. An engineer visit is required.

Expediting an order is possible and chargeable. This can bring the connection time to within 48 hours of the order being placed with BT, but this is not guaranteed. If the order cannot be expedited then there is no expedite charge.

### Single Fixed Analogue Line

Reconnection where a new line order is required is chargeable and takes eleven (11) working days after placing the order with BT.

Reconnection where a restart order is possible is free of charge and takes one (1) working day after placing the order with BT.

It is not possible to expedite orders.

### Multiple Fixed Analogue lines

Reconnection is chargeable and takes eleven (11) working days after placing the order with BT.

It is not possible to expedite orders.

### **ISDN 2**

Reconnection is chargeable and takes eleven (11) working days after placing the order with BT.

It is not possible to expedite orders.

### **ISDN 30**

Reconnection is chargeable and takes twenty (20) working days after placing the order with BT.

It is not possible to expedite orders.

### **Mobile service**

Reconnection is free of charge and takes two (2) working days.

It is not possible to expedite orders.

### **Domain services, website hosting & email services**

Reconnection is free of charge and takes two (2) working days.

It is not possible to expedite orders.

### **Hosted VoIP**

Reconnection is free of charge and takes two (2) working days.

It is not possible to expedite orders.

### **Ethernet services including EFM, GEA & leased lines**

Please contact your customer services team for a quote.

If you have any other services that are currently not listed above, please contact your customer services team for further information.