

Our Remit

Just what are you getting?

This service provides you with a phone line and unique phone number for you to use at the address you have given us on your application.

We will endeavour to help you choose the best addons you need and guide you through how to use them.

It is up to Megganet to ensure your line is working at the Master socket in your premises and it is up to you to be able to verify this.

The land line infrastructure (Telegram poles, Cabling outside your property, Exchanges and so on) are administered by Openreach. Megganet (along with Sky, TalkTalk, BT etc) use Openreach to provide telephone land lines and telephone land line-based services to customers. Openreach are responsible for maintaining the service beyond your premises.

When a client contacts us regarding a line fault, we must take you through a procedure to ensure it is either our responsibility or Openreach's. This procedure is explained in full in the 'Troubleshooting' guide.

If we are aware of planned works, we will endeavour to keep you informed by email.

Please ensure, you give 30 days' notice in writing before withdrawing a contract. Non-payment is not notice of ending a contract and we have found that clients are more likely to stop paying because they have changed banks.

What is outside our remit?

Telephone equipment and cabling from the master socket to within your premises are your responsibility.

Check our 'Troubleshooting' guide for more information.

Telephone providers are unable to communicate directly with Openreach and this may sometimes cause frustration as they may not reply immediately to messages, we send them. They do not prioritise anyone irrespective of their urgency so I would ask you for your patience in matters involving Openreach.

We have found that when Openreach are given accurate information, they are very good to deal with.

In the very rare occasion when Openreach issues a bill for something, it is standard practice for a telecoms provider to pass it on to the client, and we have to do the same. Obviously, we will do everything in our power to prevent this.