

FAQs

When will my service be activated?

We would provide you with an activation date once your order has been processed. The exact timeframe would vary depending on the order and service type.

For example a migration would depend upon the status of your current broadband and phone line or if a new phone line needs to be installed. A new service order would depend upon the local infrastructure, as if adding extra capacity is needed this would add additional time.

Can I keep my number?

This would depend upon the product you currently have. Mainly the answer would be Yes! We would request your services are ported across and activated with the same number as you are currently using with literally zero downtime or interruption to service.

What happens if I experience a fault?

Initially please check all kit on site for power or damage issues. Once the once first line checks have been completed the issue remains then please call our UK-based support centre on 0333 014 6220 or send us an email to cs@immervox.com

If we are unable to remotely resolve the issue, we can organise an engineer visit to assess and resolve the issue. Please note that in some cases there may be costs involved.

Our telephone service keeps cutting off?

Sometimes, seemingly small issues can be the most challenging to resolve. Have you verified the power supply? Have any other users reported problems with their equipment malfunctioning? Is the equipment connected to an Uninterruptible Power Supply (UPS) or directly to the main power source? These are the initial steps that should be taken before contacting us.

What networks do you use?

To ensure our customers receive the best possible service, we work alongside all of the top UK networks, such as BT Openreach, O2, Vodafone, and Talk Talk Business and EE so that they have the right product on the right network, without the hassle of dealing with multiple suppliers. It would all be dealt with under one roof, freeing up your valuable time.

Is switching to Immervox easy?

Yes, this is due to the current regulations ensuring that the process to move between providers is simple and secure. Allowing customers to switch providers seamlessly.