Can I keep my email address when I move to Quickline?

Frequently Asked Questions · https://quickline.co.uk/knowledge/can-i-keep-my-email-address-when-i-move-to-you/

In many cases, you can keep your email address when you move to Quickline. Here’s what you need to know:

Email Services That Work with Any Connection

Cloud-based email providers like **Gmail**, **Outlook.com (Hotmail)**, **Yahoo**, and **AOL** are designed to work independently of your internet provider. If you use one of these services, your email won’t be affected when you switch.

ISP-Provided Email Addresses

Some internet providers offer their own email services, such as BT, Sky, or Plusnet. If you use one of these, you may be able to keep your email address when you switch, but this often depends on the provider's policies. For more details, visit Ofcom’s guide on keeping your email address.

Our Best Advice

We recommend setting up a **webmail account** with a service like Gmail or Outlook.com. These accounts:

- Work with any internet provider.
- Offer stronger security features.
- Have better spam filters.

By switching to webmail, you gain more flexibility and peace of mind when changing broadband providers. This means you can keep your email address when you move to Quickline or any other broadband provider.

We don't provide a Quickline email address to customers

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If you have any questions, feel free to get in touch!

