Can I use my own router?

Routers · https://quickline.co.uk/knowledge/can-i-use-my-own-router/

In many cases, YES you can use your own router. We authenticate connections using PPPoE (or IPoE for 5G). If you decide to use your own router, contact our customer experience team to obtain your login details.

However, for most homes, we recommend using the Quickline router provided to ensure the best compatibility and service. We've also got this handy article more info on our router.

Remember our Quickline Talk+ Service and our Wi-Fi Everywhere service will only work with our Quickline Routers.

If you do decide to use your own router, please note:

1. If you experience any connection issues or faults while using your own router, we can only provide support once our standard router is reconnected. Before contacting our support teams, please reconnect and test with the standard router we supplied.
2. We cannot guarantee compatibility or undertake to help you configure third-party routers to work with our service. You are responsible for configuring and troubleshooting third-party routers.
3. We won't be able to provide automatic software upgrades that may improve your service if you're using a router we didn't supply.
4. Using your own router may make it harder for our technical support team to diagnose or resolve any connection issues you experience.

If you use a router we didn't supply, please keep our supplied router to hand. You must reconnect it before calling our technical teams for support.