Who do I contact if I have issues with my Quickline Talk+ service?

Quickline Talk · https://quickline.co.uk/knowledge/who-do-i-contact-if-i-have-issues-with-my-quickline-talk-service/

If you're having trouble with your Quickline Talk+ service, don't worry – this guide will help you check a few simple things first. If you still need help, we'll show you how to get in touch with our support team.

Try these simple checks first

You might be able to fix the problem yourself with a few quick steps.

No dial tone?

- Make sure your phone is plugged into the phone socket we installed during your setup.
- Check that your phone's power cable (if it has one) is connected and the handset is charged, if it's cordless.
- Try a different phone, if you have one, to see if the issue is with your handset.

Call quality is poor or crackly?

- Check that all cables are firmly plugged in.
- Move your phone away from other electronics like microwaves or wireless speakers.
- If your phone has batteries or a power lead, make sure it's properly powered.

Can't make or receive calls?

- Check your broadband is working – Quickline Talk+ needs a working internet connection.
- Restart your router by unplugging it for 30 seconds and then plugging it back in.
- If you hear an error message when trying to make a call, take note of what it says – this can help our team when you call us.

Still having problems?

If you’ve tried the steps above and your service still isn’t working properly, our technical support team is ready to help.

Check out this page for contact options.

We're here to make sure you’re always connected and happy with your service. Just give us a shout!