

MCL Communications Telecom FAQ's.

These are some of the frequently asked questions when we speak to customers about transferring their services:

We have been with BT for years, how do we know that we will still get a reliable service?

Because the infrastructure remains the same and we can provide exactly the same services as BT. Almost everyone selling telephone services has to use the BT system so every part of the connection goes through the same exchanges, same lines etc but the numbers are metered via our network. There is no change in the service except for the support and billing arrangements.

How can you supply these services at cheaper rates?

Because when the system was opened up to other providers the idea was to make telecoms services cheaper for everyone. Companies like us were therefore entitled to buy at wholesale rates and resell to our own tariffs. Some make certain calls cheaper than others, or discount broadband. We aim our services only to business and tailor the tariffs accordingly. BT is a large organisation and their profit margins have to reflect this. In effect they were making larger profits before the changeover.

How long does it take to swap over and what about any special services we have on the line?

It takes 8-10 days on average; it is generally a like for like swap so all your services transfer at the same time. We can also supply new lines, provide broadband or any special services at the same time as the swap if required.

Do you have lengthy contracts?

No. We only ask for a full months notice if you wish to go elsewhere or cancel for any reason.

How can we check your charges?

Ask us for our pence per minute rate to anywhere that you might use frequently, or a number of rates that you have in mind. Alternatively tell us your rates and we'll advise you of ours.

How do you bill?

We send you a basic bill by e-mail. You can then log in to interrogate any of the itemised charges or print them off if required. You are billed each month against a debit or credit card 6 days after the end of the month.

Are there any up front charges that we might not expect?

There is a one off £7 admin transfer charge for each line.

If we need repairs for any reason how is this handled?

You are better off transferring your line to us as well as calls, otherwise BT continue to handle these problems and we bill you for calls only. However, if you have your line with us we continue to use BT Openreach for line/number problems. Of course it is a lot easier to speak to us than BT to get something done about any issues you are having.