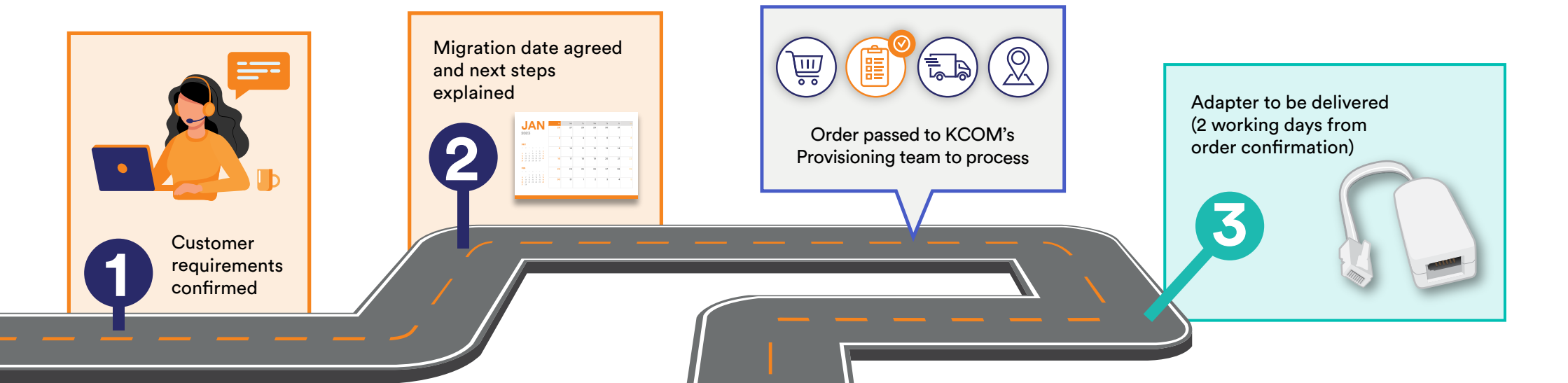


Phone line migration journey



KCOM

Contact stages:

Sales –
0800 915 5777
Opt. 1

For order updates, call:
Service
Coordination –
0800 915 5777
Opt. 4

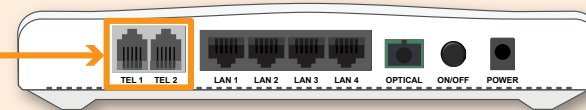
For in-life queries, call:
Business
Services –
0800 915 5777
Opt. 5

4 Once received, the adapter should be plugged into the ONT (see right) straight away, and you should then await your activation date.

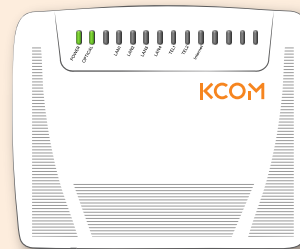
Once the activation date arrives, your service will work over the new connection.

The adapter needs to be plugged into the TEL 1 port at the bottom of your white box, and your telephone cable is then plugged into the adapter.

If you have 2 lines, then you will need 2 adapters, and plug the second adapter into the TEL 2 port, and the telephone cable into the second adapter.



ONT



TEL1 Port
Adapter



Phone Cable

★ Trustpilot

Please leave a review of your experience with us