

# Telephone Service in Spain

**Find out how to get your new home connected to the landline telephone service in Spain...**

**Movistar** is the national supplier of landline telephone service, cellular/mobile telephone service, Internet and ADSL. Long-distance and Internet service may be obtained through other providers, but the basic landline will still be provided through Movistar

## **Movistar**

**Tel:** 1004

From abroad: +34 699 991 004

**e-mail**

**Note:** while Movistar is the only provider of physical landlines, there are many other companies that offer telephone accounts. For listings, see the **Internet, Telephone, VOIP and WiFi** category of the AngloINFO Business Directory.

The following information may be required by Movistar when contacting the call service:

Movistar bill (if available) or a recent utility (electricity) bill

NIE and passport number

Bank account details

Mobile number of a friend or a neighbour

Bilingual agents can be hired to assist in getting telephone and Internet service established. The agent acts as a go-between with Movistar and provide contracts and other information (including manuals) in English.

## ***Getting a telephone line installed***

Movistar is the only company authorised to install lines in Spain; there may be lengthy delays (many months) for installation, particularly in new developments or areas that are rural, difficult-to-reach or have rough terrain.

To obtain a new phone line, it is necessary to contact Movistar directly. The Movistar website has a search feature that allows potential

customers to check if desired services are available in their area, though the website is in Spanish.

### ***Getting a telephone line connected***

Before moving into an apartment or house, verify if there is a line (the presence of phone jacks does not mean a line is installed). Where a phone line is functioning and "live" it is possible (and less expensive) to transfer the account from the name of the previous occupant to the new one.

Requests for transfers may be done online at the Movistar website and can be submitted up to two months in advance of the changeover. Customers moving within the same Movistar tariff zone may be able to keep their previous Movistar phone number.

To reconnect a phone line, contact Movistar directly.

### ***Getting a business line***

Contact Movistar directly to establish business telephone and Internet service. This may be done via the Movistar website or phone.

### **Movistar**

**Tel:** 900 101 010

**e-mail**

### ***Making phone calls***

Phone calls within Spain are usually charged by the minute, with charges dependent on the time of day the call is made. Apply for a flat rate plan if a large number of calls are likely to be made. Although Movistar holds a majority of the market, there are quite a few competitors offering reduced pricing plans.

Calls can be made using the existing phone service, pre-paid phone cards, access codes, call-back numbers or over the Internet.

### **Useful telephone numbers in Spain**

**To call out of Spain dial the exit code followed by country code and number**

**00 +**

To call into Spain dial entry code followed by Spanish number	34 +
Movistar's English-speaking account inquiry (say "English" at the prompts)	Tel: 1004
Movistar's domestic services (to reach technical support)	Tel: 1004
From a mobile: Movistar's technical support and line fault	Tel: 1004 / 680 / 013 123 300
Spanish directory enquiries	Tel: 11822 / 11818
International directory enquiries	Tel: 11825
To call via an operator	Tel: 1008

### ***Billing***

Movistar bills can be received on paper by post, electronically via email or accessed at the Movistar website. Landline Movistar bills are generally distributed every alternate month. If payment is late or not received, Movistar may cut off outgoing service and demand a fee in addition to outstanding bills to re-establish normal service.

**Note:** In certain areas companies (including **ONO**) provide telephone and Internet services via cable; this is independent of Movistar.

### ***Technical Support and Customer Services***

In the event of a problem with a landline, billing or any other issue, the following numbers may be useful:

<b>Movistar's English-speaking account inquiry (say "English" at the prompts)</b>	<b>Tel: 1004</b>
<b>Movistar's domestic services (to reach technical support)</b>	<b>Tel: 1004</b>
<b>From a mobile: Movistar's technical support and line fault</b>	<b>Tel: 1004 / 680 / 013 123 300</b>