

Simple steps to switch broadband

Step 1: Choose the broadband package that suits you and is available in your postcode

Step 2: Your new broadband provider may arrange the switch for you. However, you may need to retrieve your MAC code from your current provider and cancel your contract with them

Step 3: Call your current provider, ask for your MAC code and pass this to your new provider



FAQ's

Will it cost me to switch broadband provider?

Check your contract with your current provider has expired. If you are still in contract you may be liable to pay a cancellation fee or pay for the remaining months of the contract

Can I save money by switching provider?

The cost of average broadband packages has dropped considerably over the past four years and more than a third of people in the UK haven't switched their broadband in four years or longer. This suggests that if you haven't switched in this time you are paying more than you should and by switching now you're likely to save money

What is a MAC code?

A MAC code is a 17-18 digit identification number that holds information about your current broadband. When you call your existing provider for your MAC code they must issue it to you within 5 days. A MAC code will be valid for 30 days, in which time you must switch provider



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