

Who does what: the broadband journey

Where your expectations should sit at every stage, and where to turn when something goes wrong.

	1 Compare Day 0	2 Order The handover	3 Switch and install Typically 2 to 14 working days	4 In service Your contract term	5 Contract end And beyond
YOU	Enter your postcode, compare live deals, filter and choose.	Click Buy Now and place your order on the provider's site.	Router arrives. Engineer visit if needed, then go-live day.	Use the service, pay the bills, contact provider support.	Check your end date, then compare again before drifting onto out-of-contract pricing.
BROADBANDSWITCH.UK	Live deals from 30+ providers, cheapest per month first. Free, no signup.	We hand you to the provider. They pay us a commission. It never changes the order.	Your 14 day cooling off runs. Cancel within it and we are usually paid nothing at all.	Speed test and quality monitor to evidence problems, plus guides and complaint routes.	Come back any time. Comparing again is always free.
YOUR PROVIDER	<i>Not involved yet.</i>	Confirms your order and start date. The contract and its terms are with them.	Manages the switch end to end and activates you. £6.46 a day if your start is delayed.	Delivers the speed and service, billing and support. £10.34 a day for unfixed outages.	Must tell you before your contract ends. Any rise was stated in pounds when you signed.
INDEPENDENT HELP	Ofcom sets the rules for switching, pricing and complaint handling across this whole journey.		The free ombudsman takes unresolved provider complaints after 6 weeks, or sooner with a deadlock letter (complaints first raised on or after 8 April 2026). The provider pays, you never do.		

THE HANDOVER
Your contract forms directly with the provider

Expect this from us

- ✓ Accurate live deals and fair, price-first ordering
- ✓ Free to you: providers pay us around 90 days on, only if you stay
- ✓ Honesty when we get something wrong, logged publicly
- ✓ A complaint acknowledged in 2 working days, answered in 10
- ✓ Tools and signposting whenever the journey gets bumpy

Expect this from your provider

- ✓ The contract, the price and the speed you were promised
- ✓ The switch managed end to end, and your installation
- ✓ Accurate bills and real customer support
- ✓ Automatic compensation when service fails
- ✓ A smooth exit or switch when you decide to leave

The top 10 broadband complaints, and who actually helps

Grounded in Ofcom's complaint data: faults, service and provisioning drive 39% of broadband complaints, complaints handling 26% and billing 17%. For every one, here is where to turn, in order.

Your provider Free ombudsman BroadbandSwitch.uk Arrow = if unresolved after 6 weeks, or sooner with a deadlock letter		
The complaint	Who helps, in order	Where we fit in
1 Faults and loss of service 39% of complaints: outages, drop-outs and connections that never quite work.	Your provider → Free ombudsman	£10.34 a day auto-compensation after two full working days down. Our calculator totals it.
2 Poor complaint handling 26%: the complaint about how your complaint was handled.	Your provider → Free ombudsman	Escalating past bad handling is exactly what the ombudsman exists for. Our guide helps.
3 Billing errors and overcharging 17%: wrong amounts, double charges, promised credits never applied.	Your provider → Free ombudsman	Our complaints-and-rights guide covers the evidence worth gathering before you call.
4 Slow speeds vs what was promised Minimum speed guarantees can give you a fix-or-exit route.	Your provider → Free ombudsman	Run Pulse, our free speed test, and keep the results. Evidence wins these disputes.
5 Switching problems and delayed starts Since 12 September 2024 your new provider manages the whole switch.	Your NEW provider → Free ombudsman	£6.46 a day if your start date slips. Our switching checklist keeps moves smooth.
6 Missed engineer appointments A no-show visit has a fixed price, credited automatically.	Your provider → Free ombudsman	£32.31 per missed appointment at participating providers. No claim needed.
7 Surprise mid-contract price rises Since 17 January 2025, rises must be stated in pounds before you sign.	Your provider → Free ombudsman	A rise beyond what was agreed gives you 30 days to leave without penalty.
8 Exit fees and trouble leaving Early termination charges that feel wrong sometimes are.	Your provider → Free ombudsman	Our leave-a-contract-early guide sets out the routes, including the price-rise exit.
9 The deal looked different at checkout A price or term on our site not matching the provider's checkout.	BroadbandSwitch.uk → Your provider	Tell us first. We check the live feed with our data partner, fix it fast and log it publicly.
10 Reward or gift card never arrived Cashback and gift journeys have extra claim steps via a reward partner.	Your provider → Free ombudsman	Reward deals involve a claim step. We flag it on the card and will point you the right way.

Both ombudsman schemes, the Communications Ombudsman and CISAS, are free: the provider pays, never you. Ofcom does not decide individual cases; it collects complaints to police the market, so telling Ofcom helps everyone even though it will not resolve yours.

Sources: Ofcom telecoms complaints data, Q1 2026 (broadband drivers: faults, service and provisioning 39%, complaints handling 26%, billing 17%); Ofcom ADR rules in force 8 April 2026; automatic compensation rates from 1 April 2026. Compiled 14 August 2026.

broadbandswitch.uk

If your complaint is about us

- 1 Logged on receipt**
The day it arrives, with a unique reference.
- 2 Acknowledged in 2 working days**
We confirm who is looking at it.
- 3 Full response in 10 working days**
What we found and what we are doing.
- 4 Director review on request**
Dr Alex J. Martin-Smith, personally.

Complain your way:

Online: broadbandswitch.uk/make-a-complaint
Email: hello@searchswitchsave.com
Phone: 0330 122 1223 (Mon to Fri, 9am to 5pm UK)
Post: Sycamore House, Glen Duff, Lezayre,
Isle of Man, IM7 2AT

If it is about your provider

- 1 Complain to the provider**
Use their published complaints code.
Keep dates and copies of everything.
- 2 Free ombudsman at 6 weeks**
Or sooner with a deadlock letter.
Complaints raised on or after 8 Apr 2026.
- 3 You have 12 months**
From a deadlock letter to refer
your dispute. It costs you nothing.

Automatic compensation, from 1 April 2026:

£10.34 a day: total loss of service not fixed
after two full working days
£32.31: each missed engineer appointment
£6.46 a day: delayed start to a new service
Paid automatically at participating providers.

How we make money, honestly

Comparing is free and always will be.
When you switch through us, the provider
pays us a commission, typically around
90 days after your order, and only once
you choose to stay past your 14 day
cooling off period. Cancel within it and
we are usually paid nothing.

**So our incentive is simple: a deal you are
genuinely happy to keep.**

Commission never changes the order of
deals. Results sort cheapest first, always.

Free tools that win disputes

Pulse speed test: evidence slow speeds
Compensation calculator: total what you are owed
Ombudsman guide: template wording included
Corrections log: see every fix we publish

All free at broadbandswitch.uk, no signup.

Out of contract, or has your price gone up?

Comparing again is always free.