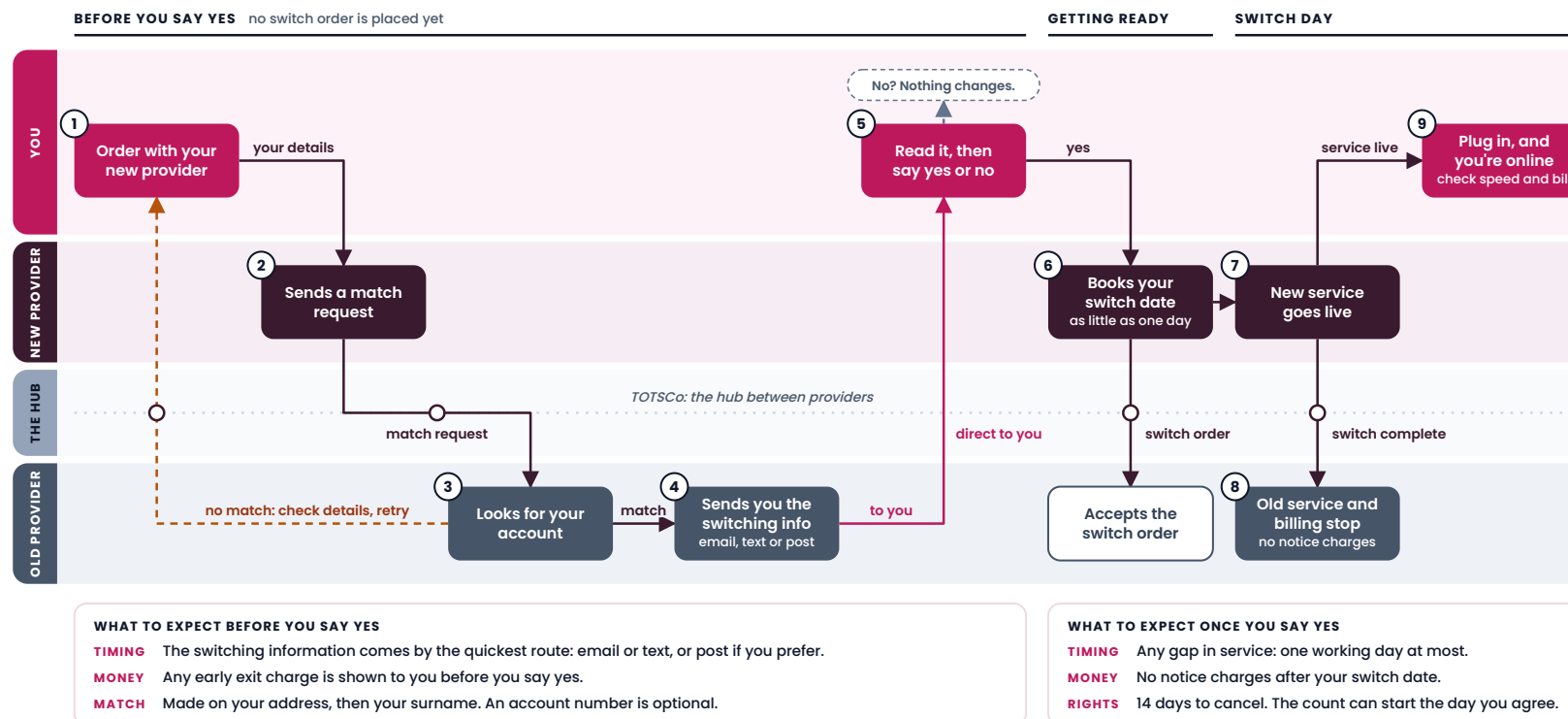


How to switch broadband provider in the UK: the One Touch Switch map

Nine steps, and you do three of them. You only contact the provider you are joining.



1 Order with your new provider
Order from the provider you want to join, online, by phone or in a shop. Give your address, the account holder's surname, your current provider and the services you are moving.

4 Your old provider sends you the switching information
Your old provider sends you the switching information by email, text or post. It sets out any early exit charge and any other services the switch affects.

7 Switch day: your new service goes live
On switch day your new provider turns the service on and tells your old provider the switch is done. Any loss of service should not last longer than one working day.

2 Your new provider sends a match request
Your new provider sends your details through the TOTSCo hub to your old provider. You do nothing at this step.

5 You read it, then say yes or no
Read the switching information and tell your new provider whether to go ahead. Say no and nothing changes.

8 Your old service and billing stop
Your old service stops automatically once the new one is working, and your old provider must not charge for any notice period after the switch date. Return the old router if asked.

3 Your old provider looks for your account
Your old provider checks the address and surname against its records. If they do not match, correct the details with your new provider and the request is sent again.

6 Your new provider books the switch date
Your new provider places the switch order and agrees the switch date with you. Ofcom designed the process to allow a switch in as little as one day where possible. It takes longer when new equipment or an engineer visit is needed.

9 You plug in, and you are online
Plug in the new router, then check your speed and your first bill. Your 14 calendar days to cancel can run from the day you agreed the contract, and your old service is not automatically reinstated.