

● UK RIGHTS GUIDE · JUNE 2026

YOUR EXIT RIGHTS

Wednesday, 10 June 2026

Can I Leave My Contract Early?

Your 2026 rights.

Locked into a broadband contract that no longer suits? There are more legitimate exits than most people realise. Here is every route out, and an honest look at when you really are stuck.

30

DAYS TO EXIT FREE

After an unexpected rise

14

DAYS COOLING-OFF

On online orders

30

DAYS TO FIX SLOW SPEEDS

Then you can walk

Written by **Dr Alex J. Martin-Smith**

Reviewed by **Adrian James**

Next review within 90 days

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SECTION 01 · AT A GLANCE

Your exits at a glance

QUICK ANSWER

Yes, in five situations you can leave penalty-free: your minimum term has ended, you are inside the 14-day cooling-off window, your provider raises the price unexpectedly, a signed-up provider fails to fix slow speeds within 30 days, or the provider changes the deal to your detriment. Outside those, early termination charges usually apply.

KEY FACTS · VERIFIED JUNE 2026

Out of contract means free to leave, any time, no penalty. Most minimum terms run 12 to 24 months.

14 days cooling-off applies to online and phone orders under consumer contract law.

Unexpected price rise = 30 days to walk. If a mid-contract rise was not clearly set out in pounds and pence when you signed, Ofcom's rules give you 30 days from notification to exit penalty-free.

Since 17 January 2025, inflation-linked rises are banned in new contracts; any rise must be stated upfront in pounds and pence, and a rise stated upfront is an agreed term you cannot escape.

Sky is the exception: it does not write rises into broadband contracts, so every Sky rise is "unexpected", and every Sky customer gets the 30-day exit.

Slow speeds: providers signed to Ofcom's Speeds Code must fix speeds below your guaranteed minimum within 30 days, or release you penalty-free.

The rest of this guide takes each route in turn, then looks honestly at the situations where you really are tied in, and what an exit would cost.

SECTION 02 · THE ROUTES OUT

Five legitimate escape routes

1 Your minimum term has ended.

Once the 12, 18 or 24 months are up, you can leave any time without penalty. Out-of-contract prices are usually the worst on the market, so this is also the moment you are overpaying most.

2 You are within 14 days of ordering.

Online and phone orders carry a 14-day cooling-off period under consumer contract law. Cancel in that window and you walk away, though you may pay for any service already used.

3 The price rose unexpectedly.

If the rise was not clearly stated in pounds and pence when you signed up, you have 30 days from the notification to leave penalty-free. Sky customers get this on every rise, because Sky does not put rises in its contracts.

4 Slow speeds, not fixed in 30 days.

Providers signed to Ofcom's Broadband Speeds Code must give you a guaranteed minimum speed at the point of sale. Fall below it, report it, and if it is not fixed within 30 days you can exit penalty-free, including linked landline and TV bought at the same time. Note that the code is voluntary, and Vodafone is notably not a signatory.

5 The provider changed the deal.

If your provider changes the contract to your material detriment, beyond what you agreed, it must notify you and give you the right to leave without penalty.

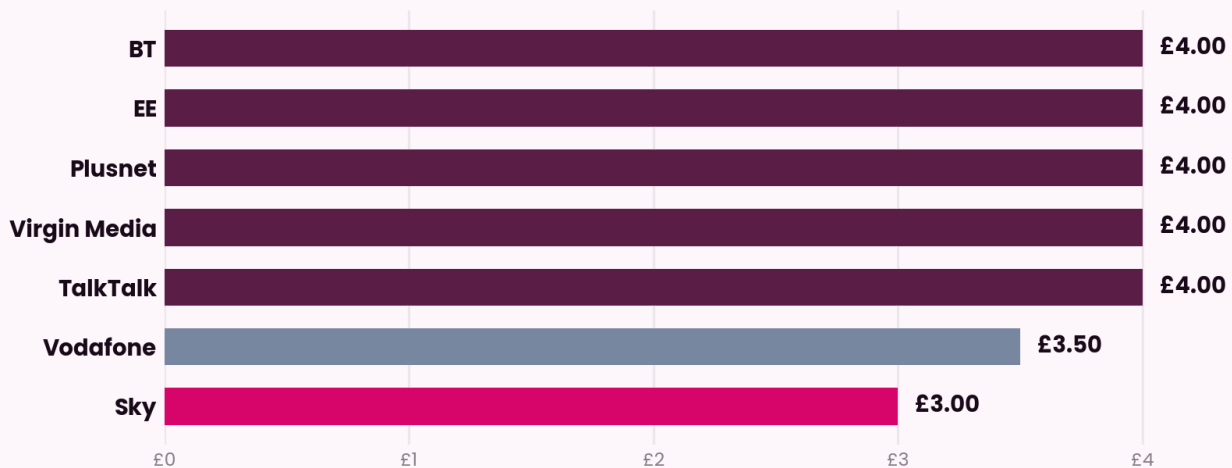
LEAVING IS NOW THE EASY PART

Whatever your route out, the switch itself is one contact: your new provider arranges everything, including the old goodbye. How it works: broadbandswitch.uk/one-touch-switch-uk.html.

SECTION 03 · PRICE RISES

The price-rise picture in 2026

Price rises are the exit route people ask about most, so here is the 2026 lie of the land. This April, the big providers added these amounts to monthly bills.



Monthly increase added in April 2026 (Sky customers could exit penalty-free)

Monthly increases applied in April 2026 on in-contract rises. Amounts vary by sign-up date and plan; Sky customers could leave penalty-free within 30 days of notification.

- ✓ **Two tracks are running.** Contracts signed since 17 January 2025 carry fixed pounds-and-pence rises stated upfront. Older contracts can still carry inflation-linked formulas such as CPI plus 3.9%.
- ✓ **Transparency is not a cap.** The rules make rises clear, but they do not limit how big a stated rise can be, so always check the contract summary before signing.
- ✓ **Change may be coming for older contracts.** Under the voluntary Telecoms Consumer Charter signed in February 2026, the major providers have pledged that April 2026 is the final inflation-linked increase, with legacy contracts then moving to pounds and pence. A pledge, though, is not a law.
- ✓ **Social tariffs are typically exempt** from mid-contract rises, and several smaller full-fibre providers advertise no in-contract rises at all.

Our provider-by-provider breakdown, updated as the rules and amounts change, lives at

broadbandswitch.uk/in-contract-price-rises-2026.html.

SECTION 04 · THE HONEST BIT

When you really are tied in

Honesty matters here: outside the five routes, leaving early usually costs money. Know the score before you act.

- ✓ **Early termination charges are real.** Expect to pay for the months left on your minimum term, less the costs your provider saves. On a long contract that can run to hundreds of pounds, so always get the exact figure from your provider first. The fee landscape: broadbandswitch.uk/exit-fees-and-setup-fees.html.
- ✓ **Moving home is not an automatic escape.** Even if your provider cannot serve the new address, you may still owe termination charges depending on its policy. Plan the move first: broadbandswitch.uk/moving-home-broadband.html.
- ✓ **A rise you agreed to is binding.** If the pounds-and-pence increase was clearly in your contract summary at sign-up, it is an agreed term, and there is no exit right on those grounds.
- ✓ **Sometimes paying to leave still pays.** If the fee is small and the saving is large, do the sums. Our guide to switching before the term ends: broadbandswitch.uk/switch-broadband-before-contract-ends-and-still-save-money.html.

• FOUND YOUR EXIT?

See what you could be paying instead.

Whether you can leave today or in three months, know your number. Compare every deal at your postcode.

[Compare live deals at your postcode →](#)

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SECTION · REFERENCES

References and sources



Written by **Dr Alex J. Martin-Smith** (CMgr, MBA, LL.M, DBA), Lead Editor. Reviewed by **Adrian James**.
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Every claim in this guide is backed by a publicly verifiable source, listed in APA 7th edition format. Exit rights described are Ofcom's rules as in force at publication; April 2026 rise amounts are the providers' announced figures.

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REMEMBER

Out of contract, cooling-off, unexpected rises, unfixed slow speeds, or a changed deal: those are your five exits. Everything else has a price, so get the exact fee first and do the sums at broadbandswitch.uk/compare.

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