

MOVING & RENTING · GUIDE 10 · 2026

THE MOVING ON SERIES

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Ending broadband at the end of *a tenancy.*

A clean exit is just three things: give notice on time, return the router, and settle the final bill. Here is exactly how to cancel without paying for an empty home, avoid a non-return charge, and tie everything off before you move on.

30 days

TYPICAL NOTICE TO CANCEL

So give notice about a month ahead

Up to 60

DAYS TO RETURN THE ROUTER

Send it back to avoid a charge

Diarise it

ONE REMINDER AVOIDS THE BIG
SLIP

*Forgetting to cancel bills an empty
house*



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A tidy goodbye is worth as much as a smooth hello.

Most moving guides focus on getting connected at the new place, and rightly so. But the other end matters too. The most common broadband mistake at the end of a tenancy is simply forgetting to cancel, which quietly leaves the bill running on an empty home long after you have handed back the keys. The happy truth is that a clean exit takes only a few minutes if you plan it.

This guide walks you through the whole thing in plain English: how much notice to give, how to aim the cancellation at your move-out date, how to return the router so you are not charged, and how to settle a fair final bill. We also cover the kinder option of handing the connection over to the next tenants where that suits everyone. Every figure is sourced at the end. And when it is time to set up at your new place, a postcode check gets you going again in seconds.

Give notice on time, return the router, settle the final bill. Handle those three in your last month and nobody gets an unwelcome charge after moving day.

BROADBANDSWITCH.UK EDITORIAL TEAM

Ending a tenancy, at a glance

30 days

TYPICAL NOTICE PERIOD TO CANCEL

Often required even when out of contract.

Up to 60

DAYS TO RETURN THE ROUTER

Varies by provider, so check yours.

~£30 to £50

TYPICAL NON-RETURN CHARGE

Easily avoided by posting the kit back.

10 to 40

DAYS' END-OF-CONTRACT NOTICE

Your provider must tell you it is ending.

Not OTS

A MOVE-OUT IS A CANCELLATION

One Touch Switch is for switching, not moves.

Handover

THE NEXT TENANTS MAY WANT IT

Ask about transferring rather than ceasing.

SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS
Set one reminder a month before you leave. Give notice aimed at move-out day, post the router back in time, and check the final bill. That is the whole job, and it keeps your exit clean and charge-free.

What's covered.

Each section opens with a short Quick Answer so you can scan straight to what you need. When you want live options for your address, a postcode check at broadbandswitch.uk/compare does the rest.

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The clean exit in sixty seconds.

QUICK ANSWER

To end broadband cleanly at the end of a tenancy, give your provider notice in good time, usually around 30 days, and aim the cancellation at your move-out date so you do not pay for an empty home. Return the router within the provider's window, often 30 to 60 days, to avoid a non-return charge, and check the final bill. If the next tenants want the service, ask about transferring it instead.

Ending a connection is far simpler than starting one, and it costs nothing if you plan it. The whole job comes down to three friendly steps and one diary reminder. Here it is in brief.

- ✓ **Give notice on time.** Most providers ask for around 30 days' notice to cancel, even if you are out of contract, so a reminder a month before you leave is ideal.
- ✓ **Aim the cease date at move-out day.** Line the cancellation up with the day you hand back the keys, so you are neither cut off early nor billed for an empty home.
- ✓ **Return the router.** Send the kit back in the prepaid packaging within the provider's window to avoid a non-return charge, typically around £30 to £50.
- ✓ **Settle the final bill.** Check the closing statement, including any final-month charges, and make sure it is fair before everyone scatters.
- ✓ **Consider a handover.** If the next tenants want broadband, ask whether the account can be transferred rather than cancelled, which can suit everyone.

THE ONE REMINDER THAT MATTERS

The single most common end-of-tenancy slip is simply forgetting to cancel, which leaves the bill running on an empty home. One diary reminder a month before you leave avoids it entirely, and it is the best thirty seconds you will spend on the whole move.

SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS

Notice, cease date, router, final bill. Handle those four in your last month and your broadband exit is clean, fair and charge-free.

How much notice to give.

QUICK ANSWER

Most providers require around 30 days' notice to cancel, and this often applies even when you are out of contract and on a rolling monthly plan. A few ask for less, such as 14 days, so check your provider's terms. The safe approach is to give notice about a month before your move-out date, so the service ends right when you leave.

Notice is the part people most often get wrong, usually by leaving it too late. Knowing the typical rules makes it easy to time perfectly.

- ✓ **30 days is the common standard.** Many providers, including some of the largest, ask for 30 days' notice to cancel, whether or not you are still in contract.
- ✓ **It usually applies out of contract too.** Once your minimum term ends you move to a rolling plan, but you generally still need to give notice to leave it.
- ✓ **Some providers ask for less.** A few set a shorter notice period, so it is always worth checking your own terms rather than assuming.
- ✓ **How you give notice varies.** Some providers take it by phone, others online or by email. Whatever the method, keep a note of the date you gave notice.

WATCH FOR THE END-OF-CONTRACT NOTICE

Providers must tell you when your contract is ending, usually between 10 and 40 days beforehand, and show the price you will move on to. That notice is a handy prompt to plan your exit, especially if your tenancy is ending around the same time.

SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS

Assume 30 days unless your terms say otherwise, and give notice about a month before you leave. That single habit prevents almost every end-of-tenancy billing headache.

One Touch Switch versus cancelling

It helps to know which of two things you are doing, because they work differently.

Your situation	What you do
Moving out, ending the service	Give notice to cancel directly with your provider, aimed at your move-out date.
Switching to a new provider at a new address	You arrange a new connection at the new home; a house move is not a like-for-like switch.
Switching provider at the same address	One Touch Switch lets the new provider handle it, but that is not an end-of-tenancy scenario.

One Touch Switch is the system that makes changing fixed-line provider simpler, with the new provider arranging everything. It is built for switching at the same address, not for a house move, and not for simply ending a service. So when you leave a tenancy and are not handing the line to a new provider, you give notice to cancel in the normal way.

SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS

Leaving a tenancy is a cancellation, not a switch. Give notice directly, and treat setting up at your new place as a fresh order.

Aligning the cease date with move-out day.

QUICK ANSWER

Aim your cancellation at your move-out date, then count back by your notice period to know when to give notice. For a 30-day notice period, that means telling your provider about a month before you leave. Line it up well and you are online right to the end of your tenancy, with no days wasted and no bill on an empty home.

Good timing is simply working backwards from the day you hand back the keys. Get this right and the service ends exactly when you do.

How to time it

- 1 Note your move-out date.** This is the day your tenancy ends and you no longer need the connection.
- 2 Check your notice period.** Confirm whether it is 30 days or something shorter in your provider's terms.
- 3 Count back and give notice.** Subtract the notice period from your move-out date, and give notice on or before that day.
- 4 Ask for the cease date you want.** Tell the provider the date you want the service to end, so it matches move-out day rather than running on.
- 5 Keep a record.** Note the date you gave notice and the confirmed cease date, in case you need it later.

AVOID THE DOUBLE BILL

If you are setting up broadband at your new home, a little overlap is normal and often worth it for a smooth move. Just be aware of paying two bills at once for longer than you need, and cease the old line promptly once the new one is working.

A simple timeline

For a typical 30-day notice period, your last month might look like this. Adjust the dates to your own notice period and move-out day.

When	What to do
About 30 days before move-out	Give notice to cancel, and ask for a cease date that matches your move-out day.
Around the same time	Sort broadband for your new home, so you are connected when you arrive.
Move-out day	The old service ceases. Take a note of your final meter of use if relevant.
Within the return window	Post the router back in the prepaid packaging.
Shortly after	Check the final bill is fair and settle any shared costs.

SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS

Work back from move-out day and the timing falls into place. Give notice about a month ahead, and the service ends neatly as you leave.

Returning the router, charge-free.

QUICK ANSWER

Most providers lend you the router rather than sell it, so they ask for it back when you leave. Return it within their window, commonly 30 to 60 days, using the prepaid packaging or label they provide, and keep your proof of postage. Send it back in time and there is nothing to pay; miss the window and you may face a non-return charge of roughly £30 to £50, or more for some kit.

The router is almost always on loan, so returning it is part of a clean exit. It is quick and free if you do it within the window, and it keeps perfectly good kit out of landfill too.

- ✓ **Check if yours needs returning.** Most modern contracts treat the router as loaned, so it goes back. Your provider will confirm when you cancel.
- ✓ **Use the prepaid packaging.** Providers send a prepaid bag or a label you print, often with a QR code, so posting it costs you nothing.
- ✓ **Mind the window.** Return windows vary, commonly 30 to 60 days from cancellation, so send it promptly rather than leaving it in a moving box.
- ✓ **Keep proof of postage.** Hold on to the receipt until you have confirmation the kit has arrived, just in case.
- ✓ **Include the extras.** Pop any boosters, cables or TV boxes in too, as these can carry their own non-return charges.

WHAT A NON-RETURN CHARGE LOOKS LIKE

If a router is not returned in time, a typical charge is around £30 to £50, and some providers charge more for a router or a good deal more for a TV box. All of it is avoided by simply posting the kit back in the prepaid packaging within the window.

If you are still in contract.

QUICK ANSWER

If your tenancy ends before your broadband contract does, you have options. Many providers let you move the service to your new address instead of cancelling, which avoids an early-exit fee. If they cannot provide service at the new place, they often waive the fee. Otherwise, weigh the remaining months against the cost of a fresh start, and check for any penalty-free exit rights.

Leaving mid-contract sounds daunting, but it usually is not. Here are the routes, from the cheapest to the last resort.

- ✓ **Move the service with you.** Most providers will transfer your broadband to your new address, which keeps your deal going and avoids an early-exit fee. This is often the best option.
- ✓ **Fee waived if they cannot serve the new address.** If your provider cannot supply your new home, they often waive the early-exit fee, so always ask.
- ✓ **Check penalty-free exit rights.** If your provider raised prices in a way not clearly set out when you signed, or the speed falls below the guaranteed minimum, you may be able to leave without a fee.
- ✓ **Weigh the remaining cost.** If none of the above applies, compare the cost of the months left against a new deal, and decide what works out best overall.

SISTER-SITE FAIRNESS CHECK

See if your deal can move with you

Before you cancel mid-contract, check what is available at your new address. [BroadbandMap.org.uk](https://www.broadbandmap.org.uk) maps full fibre, part fibre, cable, 4G and 5G by postcode, so you can see whether your current provider can serve the new home and the deal can simply move with you.

Part of the same SearchSwitchSave network as [BroadbandSwitch.uk](https://www.broadbandswitch.uk). Visit [broadbandmap.org.uk](https://www.broadbandmap.org.uk).

Settling the final bill fairly.

QUICK ANSWER

Your final bill should cover service up to the cease date, plus any final-month charges set out in your contract. Check it against what you expect, watch for a disconnection or cease fee with some providers, and make sure any direct debit is not cancelled too early so the last payment clears. In a house share, settle the final split fairly before everyone moves on.

A quick check of the closing statement is the last step to a clean exit. It takes a couple of minutes and saves any awkward surprises after you have gone.

- ✓ **Check the dates.** The bill should run to your cease date, not beyond it. If it bills past move-out, query it.
- ✓ **Look for a cease or disconnection fee.** A few providers charge a small disconnection fee, sometimes even out of contract, so check whether yours applies.
- ✓ **Keep the direct debit live briefly.** Do not cancel your direct debit the moment you leave, or the final payment may fail and cause a chase. Let the last bill clear first.
- ✓ **Settle the share.** In a house share, divide the final bill and any final-month charges fairly while everyone is still in touch.

A NOTE ON REFUNDS

If you have paid ahead or return kit promptly, you may be due a small credit or refund. Keep an eye on your final statement, and chase any credit owed to you so the account closes cleanly at zero.

SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS

Read the closing bill, check the dates and any fees, and let the last payment clear. A two-minute look is all it takes to leave the account tidy.

Handing over to the next tenants.

QUICK ANSWER

If the next tenants want broadband, ask your provider whether the account or the active line can be handed over rather than ceased. Even where the account cannot transfer, leaving the line active means the new tenants can often get online quickly with a simple self-install. It is a kind, green option that can save everyone time, money and waste.

Ending a tenancy does not always have to mean switching everything off. Sometimes the friendliest and most efficient thing is to pass the connection on.

- ✓ **Ask about transferring the account.** Some providers can move an account to the next occupant, which avoids a cease and a fresh install.
- ✓ **Or simply leave the line active.** Even if the account cannot transfer, an active line often means the new tenants can self-install in days rather than waiting for an engineer.
- ✓ **Coordinate the timing.** A quick word with the landlord, agent or incoming tenants makes the handover smooth and avoids a gap.
- ✓ **Confirm your own position.** Make sure you are clear of the account and any liability once the handover is agreed, so the bill no longer sits with you.

Setting up at the new place? Check it in about ten seconds.

Postcode in, real prices out. No name, no email, no phone number needed.

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Five mistakes to avoid.

Steer around these and your broadband exit is clean, fair and free from any after-the-fact charges.

- ⚠ **Forgetting to cancel.** The classic slip. An overlooked contract keeps billing an empty home, so set a reminder a month before you leave.
- ⚠ **Giving notice too late.** Leaving notice to the last minute means paying beyond your move-out day. Count back by your notice period and act early.
- ⚠ **Missing the router-return window.** Post the kit back in the prepaid packaging in good time to avoid a non-return charge.
- ⚠ **Cancelling the direct debit too soon.** Stopping it before the final bill clears can cause a failed payment and a chase, so let the last payment go through.
- ⚠ **Cancelling when you could move or hand over.** If you are mid-contract, moving the service or handing it to the next tenants can be cheaper and greener than ceasing it.

Moving on? Set up your new place in about ten seconds.

Postcode in, real prices out. No name, no email, no phone number needed.

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Frequently asked questions.

How much notice do I need to cancel broadband?

Usually around 30 days, and this often applies even when you are out of contract on a rolling plan. Some providers ask for less, such as 14 days, so check your terms. The safe move is to give notice about a month before your move-out date.

Will I be charged after I move out?

Not if you plan it. Give notice in time so the service ceases on your move-out day, and you will not pay for an empty home. The most common cause of charges after moving is simply forgetting to cancel, which a single diary reminder prevents.

Do I have to return the router?

Usually yes. Most providers lend you the router and ask for it back when you leave, within a window that is commonly 30 to 60 days. Use the prepaid packaging, keep your proof of postage, and there is nothing to pay. Miss the window and you may face a charge of roughly £30 to £50.

Does One Touch Switch cover moving out?

No. One Touch Switch is for switching provider at the same address, with the new provider arranging it. Ending a service when you move out is a cancellation, so you give notice to your provider directly, and treat your new home as a fresh order.

What if my contract has not ended yet?

You have options. Many providers will move your broadband to your new address, which avoids an early-exit fee, and they often waive the fee if they cannot serve the new place. You may also have a penalty-free exit if prices rose unexpectedly or speeds fell below the guaranteed minimum.

Can the next tenants take over my broadband?

Sometimes. Ask your provider whether the account can be transferred. Even if it cannot, leaving the line active often means the new tenants can self-install quickly, which saves time and avoids waste.

Should I cancel my direct debit when I leave?

Not straight away. Let the final bill clear first, otherwise the last payment may fail and lead to a chase. Once the account shows settled at zero, you can close the direct debit.

Exit sorted? Set up your next home in seconds.

Live UK comparison. Postcode in, deals out. The average switcher saves £180 to £292 a year.

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Editorial standards.

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- ✓ We name the author and reviewer on every dated guide.
- ✓ We rank every deal in our comparison tool by total contract cost, never by paid placement.
- ✓ We earn a commission when readers switch through our journey; this never changes which deals we show or their order.
- ✓ We publish a public corrections log; any factual error is logged, dated and credited.
- ✓ We see the best in every provider in the British market and frame changes as positive consumer outcomes wherever we honestly can.

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BroadbandSwitch.uk is part of the SearchSwitchSave Group's FBRE.uk network of UK broadband sites. One editorial team, one set of standards, one goal: helping Great Britain get online with confidence.

- **RightSpeed.co.uk** is an eight-question speed-needs calculator that right-sizes your plan before you overspend.
- **UKSpeedTest.co.uk** (branded Pulse) is a free, no-signup, ad-free speed test for download, upload and jitter.
- **HowFast.uk** is a quick browser-based line and performance check.
- **BroadbandMap.org.uk** is a postcode-level coverage map of full fibre, part fibre, cable, 4G and 5G.
- **ParentalControl.uk** is a free home-network and online-safety tool, useful when families set up a new home.

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Got a question this guide did not answer? Reach out on LinkedIn and a real member of our team will be glad to help.

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