

MOVING &amp; RENTING · GUIDE 02 · 2026

THE MOVING HOME SERIES

Updated Sunday, 31 May 2026

# Moving your broadband to a *new address.*

Transfer it, or switch to a better deal? A clear UK guide to moving home with your broadband: the two routes, when you pay an exit fee and when you do not, how to keep your number, and how to time it so you are never offline or double-billed.

## 2 routes

### TRANSFER OR SWITCH WHEN YOU MOVE

*Keep your provider, or move to a better deal*

## £180 to £292

### AVERAGE SWITCHER SAVING A YEAR

*Moving is a natural moment to compare*

## Up to £300

### SWITCHING CREDIT TOWARDS EXIT FEES

*Offered by several providers, terms apply*



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[broadbandswitch.uk](https://broadbandswitch.uk)

EDITOR'S NOTE · 31 MAY 2026

## A move is a chance, not a chore.

Sorting your broadband when you move home used to be one of the more annoying jobs on the list. Happily, that has changed. Switching is now genuinely quick, full fibre reaches roughly four in five homes, and the rules are firmly on your side: clear pounds-and-pence pricing, automatic compensation if a date slips, and a simple one-contact switching process. A move is the perfect moment to make sure you are not quietly overpaying.

This guide answers the question every mover asks: should I take my current broadband with me, or switch to something better? We walk through both routes, the exit-fee rules in plain English, how to keep your number, and how to line up your dates so you are never left offline or paying twice. Every figure is sourced, with the full list at the end. When you want to see live prices for your new postcode, a quick check does the rest.

*Moving home resets the board. Ten minutes of comparing can be worth a few hundred pounds a year.*

**BROADBANDSWITCH.UK EDITORIAL TEAM**

### Moving your broadband, at a glance

**~84%**

**FULL-FIBRE AVAILABILITY**

Best estimate, 2026. Ofcom's last official figure was 78% (23.7m homes), Nov 2025.

**£180 to £292**

**AVERAGE SWITCHER SAVING A YEAR**

Based on our live comparison data.

**18%**

**TYPICAL OUT-OF-CONTRACT PREMIUM**

What many pay for staying put too long (Ofcom).

**Up to £300**

**SWITCHING CREDIT FOR EXIT FEES**

Offered by several providers as bill credit, terms apply.

**£6.46**

**PER DAY IF YOUR START DATE SLIPS**

Ofcom automatic compensation, 2026 rate.

**1.6M**

**SWITCHED VIA ONE TOUCH SWITCH**

In its first year, Sept 2024 to Sept 2025.

#### SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS

Whichever route you take, start by checking what is available at the new address. If you are out of contract, switching is penalty-free and the savings are often the biggest on offer. If you are still in contract, you still have good options, and this guide shows you exactly how to weigh them.

## INSIDE THIS GUIDE

## What's covered.

Each section opens with a short Quick Answer so you can scan straight to what you need. Live prices for your new address are always one postcode check away at [broadbandswitch.uk/](https://broadbandswitch.uk/) compare.

<b>01</b>	Start here: your two routes	4
<b>02</b>	Transfer or switch? Which is right for you	5
<b>03</b>	Moving with your current provider	6
<b>04</b>	Switching to a better deal when you move	7
<b>05</b>	Exit fees: when you pay, and when you do not	9
<b>06</b>	Timing it right: avoid gaps and double-billing	11
<b>07</b>	Your router, your number and your landline	12
<b>08</b>	If your new address has different options	14
<b>09</b>	Five mistakes to avoid	15
<b>10</b>	Frequently asked questions	16
<b>11</b>	Editorial standards, sister sites and references	18

## SECTION 01 · START HERE

## Your two routes.

### QUICK ANSWER

When you move home you have two routes. You can transfer your existing broadband, by asking your current provider's home-move team to set it up at the new address, or you can switch to a new provider, often the better-value option. Either way, start by checking what is available at the new address, and aim to sort it around two to four weeks before you move.

There is no single right answer; it depends on your contract, what your provider can offer at the new home, and what else is available there. Here is the whole decision in brief, with the rest of the guide filling in the detail.

- ✓ **Route one: transfer.** Keep your current provider and ask them to move the service to your new address. Simplest if you are mid-contract and happy with them, and they can serve the new home.
- ✓ **Route two: switch.** Move to a new provider, with One Touch Switch handling the change for you. Often the best value, especially if you are out of contract or your new address has more or faster options.
- ✓ **Always check availability first.** What reaches your new street decides which routes are even possible, so this comes before everything else.
- ✓ **Mind the exit fee.** If you are still in contract, weigh any early termination charge against the saving on a new deal, and check whether switching credit could cover it.
- ✓ **Time it carefully.** Line up your start date and any cease date so you are not offline or paying two bills at once.

### SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS

If you are out of contract, switching is the clear winner: no exit fee, and the biggest savings are usually at this point. If you are in contract, transferring is the path of least resistance, but it is still worth a ten-minute comparison, because a better deal plus switching credit can sometimes beat staying put.

## SECTION 02 · THE DECISION

## Transfer or switch? Which is right for you.

**QUICK ANSWER**

Transfer if you are mid-contract, happy with your provider, and they can serve the new address well. Switch if you are out of contract, unhappy with price or service, or the new address has faster or cheaper options. Moving home is one of the best moments to compare, because the average switcher saves £180 to £292 a year.

Your situation	Lean towards
<b>Out of contract</b>	Switch. No exit fee, and the largest savings are usually here.
<b>Mid-contract and happy</b>	Transfer, if they can serve the new address. Compare anyway to be sure.
<b>Mid-contract but unhappy</b>	Compare a switch plus switching credit against the exit fee.
<b>New address has full fibre or altnets your provider lacks</b>	Switch, to unlock faster, often cheaper plans.
<b>Your provider cannot serve the new home</b>	Switch, and ask about waiving the exit fee, see Section 05.

The single biggest factor is your contract status. If your minimum term has ended, you are free to leave with no penalty, so a move is the ideal time to bank a better deal. If you are still in term, the maths is a quick comparison of the exit fee against the saving over the new contract, which Section 05 makes easy.

**SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS**

Do not assume loyalty pays. Many households quietly drift onto an out-of-contract price that is around 18% higher than a new-customer deal. A move forces the question into the open, so use it to check whether transferring really is cheaper than switching, rather than just defaulting to the easy option.

## SECTION 03 · ROUTE ONE

## Moving with your current provider.

### QUICK ANSWER

To keep your provider, contact their home-move team a few weeks before you move and ask them to transfer the service to your new address. If they can serve it, this is usually smooth and your contract simply continues. Some providers charge a transfer or setup fee, and a fresh full-fibre install at the new home may need an engineer.

Transferring suits movers who are mid-contract and content with their current service. Your provider keeps your account running and reconnects you at the new property, often on or around your move date.

### How to transfer, step by step

#### 1 Tell your provider early

Contact the home-move or moving-home team two to four weeks ahead with your new address and move-in date. Many providers have a simple online moving-home form.

#### 2 Confirm they can serve the new address

They will check coverage at the new property. If full fibre is going in fresh, an engineer visit may be needed, so book the earliest date you can.

#### 3 Check the cost and contract

Ask whether a transfer or setup fee applies, and whether moving restarts your minimum term. Get the answers in writing so there are no surprises on the first bill.

#### 4 Line up the dates

Agree an activation date at the new home that fits your move, and confirm when service at the old address stops, so you avoid a gap or an overlap.

### WORTH ASKING

If your provider cannot serve the new address, you are not stuck. Ask whether they will waive the early termination charge because they cannot follow you, then compare a fresh deal for the new home. Section 05 covers your rights here in full.

### SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS

Transferring is the low-effort route, and for a happy mid-contract customer it is often the sensible one. Just do not let convenience stop you from a quick comparison, because the new address may unlock a noticeably better deal that is worth the small effort of switching.

## SECTION 04 · ROUTE TWO

# Switching to a better deal when you move.

**QUICK ANSWER**

To switch, compare deals for the new address and order from your chosen provider. Where both providers are on the Openreach or shared networks, One Touch Switch lets you contact only the new provider, who arranges the change and cancels your old service. A brand-new full-fibre install, or a move onto a different network such as cable, usually needs a fresh order and an engineer.

Switching is frequently the best-value route, especially when you are out of contract or the new address has more competition. One Touch Switch, live since 12 September 2024, has made it genuinely easy: more than 1.6 million people used it in its first year.

## How switching works when you move

### 1 Check the new address and compare

See what reaches the new street, then compare deals by total contract cost. Smaller full-fibre networks often offer the best value, so include them.

### 2 Order from the new provider

Place the order against the new address with an activation date that fits your move. Where One Touch Switch applies, you do not need to phone your old provider; the new one handles it.

### 3 Read both confirmations

Both providers confirm within a working day, setting out your switch date, activation date and any early termination charge. Check these carefully before the switch completes.

### 4 Go live, then check

Downtime on a like-for-like switch is usually minutes to a few hours. A fresh full-fibre install may need an engineer. Once live, run a speed test to confirm you are getting what you pay for.

**GOOD TO KNOW**

One Touch Switch covers fixed broadband and home phone only. It does not cover mobile or 4G and 5G home broadband, and a bundled TV service may need to be handled separately, so check what happens to any extras before you switch.

**SISTER-SITE FAIRNESS CHECK****See exactly what reaches your new street**

Before you compare a single deal, picture your options. BroadbandMap.org.uk is a free, postcode-level UK coverage map showing which technologies, full fibre, part fibre, cable, 4G and 5G, reach which streets, so you know whether switching unlocks something better at the new home.

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

**SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS**

A move is the one moment most people happily rethink their broadband, so make it count.

Compare the whole market for the new address, not just your current provider's offer, and you will often find a faster, cheaper or more reliable full-fibre deal waiting.

## SECTION 05 · EXIT FEES

## Exit fees: when you pay, and when you do not.

### QUICK ANSWER

If you are out of contract, there is no exit fee. If you are still in your minimum term, leaving early usually means an early termination charge, roughly the remaining monthly payments. Moving home does not automatically waive it, but if your provider cannot serve the new address many will waive or reduce it. Several new providers also offer switching credit of up to £300 towards the fee.

Exit fees, also called early termination charges, are the most common worry for movers in contract. The good news is that they are predictable, and there are several legitimate ways to reduce or avoid them.

### When you will not pay an exit fee

- ✓ **You are out of contract.** Once your minimum term has ended, you can leave any time, penalty-free.
- ✓ **You are in a price-rise notice window.** Where a rise was not clearly set out in pounds and pence at sign-up, you may have a short right to leave penalty-free; check your provider's notice.
- ✓ **You are not getting your promised speed.** Providers signed up to Ofcom's Broadband Speeds Code of Practice must let you exit penalty-free if they cannot restore your minimum guaranteed speed, usually within 30 days.

### When you usually will pay, but can soften it

- ⚠ **You are mid-contract and simply want to switch.** The charge is roughly the monthly price times the months remaining, with a small reduction.
- ⚠ **Your provider cannot serve the new address.** This does not waive the fee automatically, but many providers will waive or reduce it; you usually need to ask and show evidence of your move, so get any agreement in writing.

### Switching credit: how it works

Several providers will help cover the exit fee you pay to leave your old provider. This is paid as bill credit, not cash, and you claim it after switching by sending your final bill within the provider's deadline. As a guide, BT and EE offer up to £300, Vodafone up to £200, Sky up to £200 with a TV and broadband bundle, and a number of full-fibre networks offer £100 to £300. The credit is capped at what you actually paid, usually needs a longer contract, and rarely covers the whole fee, so always do the sums first.

Situation	What to do
<b>Out of contract</b>	Switch freely; compare by total contract cost and bank the saving.
<b>In contract, can be served at new home</b>	Compare the exit fee plus any switching credit against the saving on a new deal.
<b>In contract, cannot be served at new home</b>	Ask your provider to waive or reduce the charge, with evidence of your move.
<b>Speed below the guaranteed minimum</b>	Raise it under the Speeds Code of Practice; you may be able to leave free.

#### QUICK WIN

Even if you do not plan to claim switching credit, mentioning a competitor's offer when you speak to your current provider can prompt them to reduce your charge or improve your deal. It costs nothing to ask politely.

#### SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS

An exit fee is rarely a reason to stay put for long. Work out the charge, subtract any switching credit, and compare what is left against a year of savings on a better deal. More often than not, especially near the end of a term, switching still comes out ahead.

## SECTION 06 · TIMING

## Timing it right: avoid gaps and double-billing.

**QUICK ANSWER**

Start two to four weeks before your move. Line up your new activation date with the date your old service stops, so you are neither paying two bills nor left without internet. Remember most cancellations need around 30 days' notice, and if a provider misses your agreed start date, automatic compensation of £6.46 a day applies.

When	What to do
<b>3 to 4 weeks before</b>	Check the new address, decide transfer or switch, and place the order so you can pick an early date.
<b>2 to 3 weeks before</b>	Give any notice required on the old service, and confirm both the cease date and the new activation date.
<b>1 week before</b>	Watch for a router in the post, and line up a 4G or 5G stopgap in case a date slips.
<b>Moving day</b>	Plug in on a self-install, or give an engineer access. Keep your old kit safe to return.
<b>After the move</b>	Check the first bill, confirm the old service has stopped, and return any borrowed equipment in time.

The two risks to manage are a gap, where you are offline between homes, and an overlap, where you briefly pay for two services. A short, planned overlap of a day or two is often worth it to guarantee you are never offline. A long overlap, or a surprise notice period, is the thing to avoid.

**SISTER-SITE FAIRNESS CHECK****Test the line before and after you move**

Before you decide, it helps to know what you are actually getting today. UKSpeedTest.co.uk (branded Pulse) is a free, no-signup, ad-free test for download, upload and jitter, and HowFast.uk runs a quick line and performance check in the browser. Run one once your new service is live, too, to confirm it delivers.

Built by the same SearchSwitchSave editorial team that publishes BroadbandSwitch.uk. Visit [ukspeedtest.co.uk](https://www.ukspeedtest.co.uk) and [howfast.uk](https://www.howfast.uk).

**SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS**

Most double-billing and offline gaps come from forgetting the notice period or leaving it too late. Sort the order two to four weeks out, give notice on the old service promptly, and the two ends meet neatly in the middle.

## SECTION 07 · KIT, NUMBER AND PHONE

## Your router, your number and your landline.

### QUICK ANSWER

Most routers are loaned, not owned, so return your old one to avoid a non-return charge, usually £30 to £50, within your provider's window. You can normally keep your phone number when switching at the same address; when moving area it is sometimes possible but not guaranteed. The old copper phone network closes on 31 January 2027, so calls are moving to Digital Voice over your broadband.

### Returning your old router

When you leave a provider, the equipment is usually theirs to take back. You will normally be sent a prepaid return label or packaging, and charged only if you do not return the kit in time. Return windows vary, so do it promptly.

Provider examples	Typical return window
<b>BT</b>	Around 60 days to return, or a charge applies.
<b>Virgin Media</b>	Around 30 days to return borrowed kit.
<b>TalkTalk</b>	Around 28 days from receiving the returns bag, or a charge.
<b>Others</b>	Check your provider's terms; non-return charges are commonly £30 to £50.

### Keeping your phone number

If you switch provider at the same address, you can usually keep your landline number. When you move home, especially to a different area, a new number is often issued because numbers have traditionally been tied to the local exchange. Digital Voice is making numbers more portable, so if keeping yours matters, ask your provider before you commit.

### The move to Digital Voice

The old analogue phone network is being switched off by 31 January 2027, with calls moving to Digital Voice, which runs over your broadband router rather than a separate phone line. For most movers this is a non-event, and choosing full fibre at the new home is the natural, future-proof option. If anyone in the household relies on a home phone, a care alarm or a telecare device, check it is compatible before you switch.

**SETTLING IN WITH FAMILY**

If you are moving with children, setting up the new home is a good moment to refresh your network safety and content controls. ParentalControl.uk is a free tool that helps parents check their home network and set age-appropriate protections.

**SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS**

Two small jobs save money and hassle: return the old router on time, and decide early whether you need to keep your number. Treat the move as your nudge towards a future-proof full-fibre line, and you will be set for years.

## SECTION 08 · NEW ADDRESS, NEW OPTIONS

## If your new address has different options.

### QUICK ANSWER

Coverage changes street by street, so your new home may have faster, cheaper or simply different broadband than your old one. Check the exact address, right-size the speed to your household so you do not overpay, and if a fixed line is not ready on move-in day, a 4G or 5G plan gets you online in minutes as a stopgap.

One of the quiet pleasures of moving is discovering better options. A new street might be served by full-fibre networks your old home never had, while a rural move might suit a wireless or satellite option instead. The key is to look with fresh eyes rather than assuming your old setup is the only choice.

### Right-size the speed for the new home

How many people will be online at once, and what will they do? As a rough guide, one or two people are comfortable on 60 to 100 Mbit/s, three or four on 150 to 300 Mbit/s, and five or more heavy users on 500 Mbit/s and above. Buy for real use, not the biggest headline number.

### SISTER-SITE FAIRNESS CHECK

#### Right-size your speed before you overspend

Many households pay for more speed than they use. RightSpeed.co.uk asks eight short questions about people, streaming, gaming, calls, uploads and cameras, then recommends the tier that genuinely fits your new home, in plain English, in under a minute.

Authored by Dr Alex J. Martin-Smith. Free, no signup, no ads. Visit [rightspeak.co.uk](https://rightspeak.co.uk).

### If the line is not ready on day one

If a fresh full-fibre install lands after your move-in date, a 4G or 5G home broadband plan bridges the gap. These set up in minutes with no engineer, run on rolling monthly terms for around £20 to £35 a month, and work well because 5G now reaches around 90% of UK premises. Cancel it when your fixed line goes live, or keep it as a backup.

### SO WHAT? PLAIN ENGLISH FOR UK CONSUMERS

Treat the new address as a clean slate. Check what is genuinely available, size the speed to how you live now, and you may well end up better connected and paying less than you did before you moved.

## SECTION 09 · PITFALLS

## Five mistakes to avoid.

A little planning avoids the handful of slip-ups that catch movers out.

- ⚠ **Defaulting to transfer without comparing.** Keeping your provider is easy, but a quick comparison often reveals a better deal at the new address.
- ⚠ **Cancelling the old service too early.** Cancel before the switch is confirmed and you risk a gap. Let the dates line up first.
- ⚠ **Forgetting the notice period.** Most cancellations need around 30 days' notice, so give it promptly to avoid paying for an extra month.
- ⚠ **Missing the router return window.** Return borrowed kit on time, or face a non-return charge of around £30 to £50.
- ⚠ **Assuming the exit fee is unavoidable.** Switching credit, a provider that cannot serve your new home, or a speed shortfall can all reduce or remove it.

### Moving soon? Compare your new address in about ten seconds.

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

[broadbandswitch.uk/compare](https://broadbandswitch.uk/compare) →

FREE · INDEPENDENT · 35+ PROVIDERS · UPDATED DAILY

## SECTION 10 · FAQ

## Frequently asked questions.

### **Can I take my broadband with me when I move?**

Usually yes. Ask your current provider's home-move team to transfer the service to the new address. If they can serve it, your contract simply continues, sometimes with a transfer or setup fee. If they cannot, switching is your route, and you can ask about waiving the exit fee.

### **Will I pay an exit fee if I move?**

Moving home does not automatically waive an early termination charge. If you are out of contract there is no fee. If you are in contract and your provider cannot serve the new address, many will waive or reduce the charge, but you usually need to ask and show evidence of your move.

### **Does One Touch Switch cover moving house?**

It helps when you are moving and switching provider at the same time: you contact only the new provider, who arranges the change and cancels your old service. Keeping your provider and transferring the line is a separate home-move process. One Touch Switch covers fixed broadband and landline only, not mobile or 4G and 5G broadband.

### **Can I keep my phone number when I move?**

When you switch at the same address, usually yes. When you move to a new area, a new number is often issued, though Digital Voice is making numbers more portable. If keeping your number matters, ask your provider before you order.

### **Do I have to return my old router?**

Usually yes, as most routers are loaned, not owned. Return it within your provider's window, often around 30 to 60 days, or you may face a non-return charge of roughly £30 to £50. You will normally be sent a prepaid return label.

### **What is switching credit and is it worth it?**

It is bill credit from your new provider that helps cover the exit fee you pay to leave your old one, often up to £300. You pay the fee first and claim it back with your final bill. It is worth it when the credit plus the saving on the new deal beats staying put, so always do the sums.

### **How long will I be offline when I switch?**

On a like-for-like switch, downtime is usually minutes to a few hours. A fresh full-fibre install or a move onto a different network may need an engineer, so allow one to four weeks and line up a stopgap if needed.

### **What if my new service starts late?**

Most major providers are signed up to Ofcom's automatic compensation scheme, which pays £6.46 for each day an agreed start date is delayed, without you having to ask. Keep a stopgap running until the fixed line is live.

## Got your answer? Now find your deal.

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

[broadbandswitch.uk/compare](https://broadbandswitch.uk/compare) →

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**SECTION 11 · STANDARDS**

## **Editorial standards.**

This guide is part of the Moving & Renting Broadband series from BroadbandSwitch.uk, the UK's independent consumer broadband resource.

### **How we work**

- ✓ 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.

### **Ownership and sister sites**

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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Alex founded and leads BroadbandSwitch.uk and writes on UK broadband regulation, full-fibre rollout and consumer policy across the FBRE.uk network, including RightSpeed.co.uk and UKSpeedTest.co.uk.

**Connect on LinkedIn:** [linkedin.com/in/alexmartinsmith](https://www.linkedin.com/in/alexmartinsmith)

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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