

What to ask your provider

Millions of broadband customers could be able to get a cheaper package or a faster service than the one they currently have – and you could be one of them.

If you want to find out more about your broadband deal and potentially switch, the first step is to speak to your current provider.

There are lots of things to consider.

Ask your provider the following questions to find out about the package you're on, and whether there's an opportunity for you to switch your deal or shop around elsewhere.



What to ask

- » **Am I still in my initial contract period?**
- » **If I am, how long is left?**
- » **How much am I paying for my current deal?**
- » **What am I getting for that price?**
- » **How fast does my broadband need to be to do the things I want?**
- » **Can I get a faster service, and how much will it cost?**
- » **How long do I need to sign up for?**
- » **Do I need to pay connection fees to get the new deal?**
- » **What happens at the end of the initial contract period?**

What's next?

When you have answers to these questions you'll be ready to make a decision.

You can choose from the following options:

1. Upgrade to a faster service with your current provider
2. Stick with the same speed service, but sign up to a new deal with your provider
3. Switch to a new deal with a different provider
4. Stick with your current deal

For extra help or advice contact Ofcom on 0300 123 3333.

