

## **Switching Broadband, Home Phone or Mobile Phone Provider**

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Consumers in the Isle of Man have a choice of providers for home phone, broadband and mobile services.

**Mobile:** Manx Telecom or Sure

**Home Phone:** (fixed landline) Manx Telecom or Sure

**Broadband:** Bluewave, Domicilium, Manx Telecom, Sure or Wi-Manx

Please note that Bluewave offers broadband using a different technology so the switching process is different for them. Wi-Manx offers a voice over internet protocol (VOIP) product and we are expecting that you will be able to switch your number to and from Wi-Manx in the near future.

### **How to Switch Provider**

If you switch mobile or home phone providers you can keep your phone number.

The process is easy, quick and free.

Before switching, you should contact your planned new provider for detailed instructions. You should check if you are within a minimum contract period for any service that you plan to switch, as you may incur a financial penalty.

If you contact your new provider directly they will talk you through the process. You can also view guidance on each of the websites.

## **Things to Bear in Mind**

- If you want to switch your services separately, you will need to do the processes separately.
- Some services or service preferences you receive from your old provider may not be available from your new provider, or you may need to ask your new provider to set these up on your new account – for example, if you have an ex-directory listing, you will need to ask your new provider to continue this if you want to keep it.
- When you switch your mobile service, you will lose any contact details stored on your SIM card, so it is a good idea to transfer these to your phone before switching.
- You will have a new voicemail service with your new provider, and so any voicemails you have saved with your old provider will be lost.
- Once the switching process is underway, you can't cancel it, and normally you can't port your number again for 60 days after your number has been ported. However, there is a "cooling off" period of 14 days following a switch so that you can switch back if you change your mind.
- There may be payments due from you to your old provider. Your old provider will bill you for service up to the point the service is migrated. If you are switching before the end of a minimum term contract, you may have to pay a charge to settle the remainder of the minimum period (usually equal to the number of months remaining in the minimum period multiplied by the monthly subscription charge).
- Your old provider is not allowed to try and persuade you to stay with them during the porting process, but they can contact you to recover any outstanding payments.

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