

BT, Sky, Virgin & EE routers | Easy | 2 min read

Moving house: broadband checklist

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Moving home is busy, and broadband is easy to forget. A little planning can mean you are online on your first day. This checklist works for BT, EE, Sky, Virgin Media, Plusnet, TalkTalk and Vodafone.

Four to six weeks before

1. Tell your provider your moving date, or ask if they can serve your new address. Providers do not all serve every address, and available options differ by home.
2. Check your contract about moving and about ending it early.
3. Look at your provider's website to see what is on offer at the new address. You may need to give your postcode.
4. If you are changing provider, ask the new one to arrange the switch. Do not cancel the old service yourself first.

Two weeks before

1. Confirm the start date and what equipment will be sent, if any.
2. Ask if an engineer visit is needed, and make sure someone will be at the new home.
3. If your new home has a socket you cannot see, ask the seller or landlord where it is.
4. Check whether the new home has a wall socket for Openreach fibre. Your provider can tell you.

Moving day

1. Pack your router, power cable and any boxes or discs in a labelled bag, so they do not get lost.
2. Take a photo of the router label and lights before you disconnect.
3. If you are returning equipment, check how and when. Keep proof of postage.

At the new home

1. Plug the router into the main phone or fibre socket, if you have one.
2. Wait ten minutes for it to start.
3. Follow the provider's instructions for a new connection. Do not use unofficial apps.
4. Change the router's admin and Wi-Fi password if they are still the original label ones.

Other things to update

- Your address with your provider, TV licence, bank and the Royal Mail redirect.
- Any email or login that uses your old address.

When to get more help

Contact us or your provider if the start date slips, if no engineer appointment is offered, or if the router will not connect at the new home. Keep your reference numbers and any emails to hand.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.