

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

Switching broadband provider: One Touch Switch and setting up a new router

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.

Changing broadband provider can feel daunting, but the process is meant to be simple. This guide covers the main steps for moving between providers such as BT, EE, Sky, Plusnet, TalkTalk and Vodafone, and for setting up the new router. Virgin Media uses its own network, so the process can differ. Check your new provider's own instructions.

Before you switch

Check your current contract for an end date and any early exit charges, and check what the new provider offers at your address.

One Touch Switch

For many switches between providers on the Openreach network, you do not need to contact your old provider. You ask the new provider to switch you. It tells the old provider, and your old service ends on your switch date. Do not cancel your old service yourself first, or you may be left without internet. Ofcom, the UK regulator, runs this process, so you can read more on its website.

When the new router arrives

1. Unpack it and keep the box, label and quick-start card.
2. Plug in the power cable. Do not switch on yet.
3. Connect the broadband cable to the correct socket, using a filter on a phone line if instructed. For fibre, connect the Ethernet cable from the Openreach box to the router's **WAN** port, if your provider says so.
4. Switch on and wait about ten minutes for the lights to settle.
5. Join the Wi-Fi using the name and password on the label.
6. Open the provider's app, if it has one, to finish setup.

Make it secure

- Change the Wi-Fi password to your own long one.
- Check the admin password and change it if the provider lets you.

When to get more help

Contact us or your new provider if the switch date passes with no connection, if the lights do not turn to normal, or if you are asked for payment by someone you do not know. Keep your order reference 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.