

# Broadband Migration Process

## Introduction

There is an industry process in place to allow you to change your broadband provider easily. It is called the "MAC Process", where MAC stands for Migration Authorisation Code. This process allows a smooth migration of broadband service between providers without any interruption of service.<sup>1</sup>

Every broadband provider subject to the MAC process is obliged to provide a MAC code to their customer free of charge on request and they have to do so within 5 working days. Even if you have a minimum term contract with the broadband provider that you wish to leave, they are still obliged to provide you with a MAC code although they might apply early termination charges to your account when the migration to another provider is completed.

Please remember that the MAC code expires 30 days from the date of issue. Your broadband provider should tell you when the MAC will expire and you should give the MAC code to your choice of new broadband provider within this period so that they can take over the provision of your broadband service. Should the MAC expire before you have arranged your migration, you can request a new MAC code from your current provider.

## Moving to broadband from SWALEC

If you would like to move your broadband service to **broadband from SWALEC**, please request a MAC code from your current provider, then ring us as soon as possible on **0800 107 3201**.

Please remember, it is important that you do not cancel your account with your current provider, otherwise you might experience some interruption in the availability of your broadband service.

We would normally expect to transfer your broadband service to us about 4 weeks after you provide us with the MAC and we will confirm a migration date to you. However, you can ask us for a later migration date when you give us the MAC – we can accept a later migration date provided that this is not affected by the MAC code expiring.

You can also ask us to cancel the transfer (or for a later migration date) while we process your request to transfer to **broadband from SWALEC**. Please do this as soon as possible otherwise you may incur cancellation charges.

## Moving away from broadband from SWALEC

If you are an existing customer of **broadband from SWALEC** and you intend to transfer your broadband service to another provider, then you can request your MAC code from us by the following means:

Telephone: 0845 678 0053

Email to: ssesurf@scottish-southern.co.uk

Post to: **broadband from SWALEC**  
PO Box 360  
Portsmouth  
PO6 2YJ

We will, if necessary, check some account details with you to ensure that you are the customer for that account and then confirm that we will give you a MAC within 5 working days. The only scenarios where we would not be able to provide a MAC are as follows:

- If we could not establish that the person requesting the MAC code is the account holder or authorised by them to transfer the broadband account;
- Your broadband service with us has already been terminated;
- We have already issued a MAC to you which is still valid;
- We have arranged to cease your broadband service following your request to terminate the service;
- We are unable to obtain a MAC from our broadband network service provider.

<sup>1</sup>For most BT lines which are used to provide the underlying broadband network service, this will apply. However, you are not likely to be able to switch using this process if your broadband service is delivered by cable, you are connecting a new telephone service at the same time or if your telephone service is provided on an unbundled basis.

If we are unable to provide you with a MAC due to one of the reasons above, we will provide you with a clear explanation of the reason for this. If we are unable to obtain a MAC code from our broadband network service provider we could, by arrangement, cease your broadband service to allow you to go to another broadband service provider.

If you have a complaint about our failure to issue you with a MAC code, please follow the complaints handling process set out in our Code of Practice, which is available on our website. Other broadband service providers should also have a complaint handling process available on their websites.

For further information on our broadband service, please also refer to our broadband Code of Practice which is available on our website: [www.swalec.co.uk](http://www.swalec.co.uk)

This is based on a code of practice that Ofcom approved in March 2004.



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