

BROADBAND MIGRATION REQUEST

Name:			
Address:			
Town:			
County:			
Post Code:			
Telephone Number: (For Broadband)			
Mobile:			
Email:			
Current ISP:			
MAC Key (if migrating):			
	<p>All monthly billing is via Direct Debit, but for speed the 1st payment is taken by credit card. For security we do not request this here, but will call you for the information as your account is processed.</p>		
Bank Account name:			
Bank Sort Code:			
Bank Account Number:			
*How Many PC's is this connection going to serve		Do any of the PC's download music/videos	Yes/No
*	please answer these questions carefully, it helps us to give you the fastest connection for your monthly fee.		
1)	Contact your present ISP and inform them you wish to Migrate, and you want your Broadband MAC Key. If you are beyond your 12m contract they will issue the MAC Key to you, normally via email, but sometimes they will inform you over the phone.		
2)	Complete the above form and send it + any email with the MAC Key from your ISP to migrations@cetservices.co.uk .		
3)	All the migration will be handled by CeT Services. There will be up to 5 days for your Direct Debit to be handled by your bank. Your broadband connection will then be submitted for transfer		
4)	Transfer normally takes 7-10 working days from completion of the DD. You should not have any downtime.		
5)	Once the migration is complete CeT Services will visit and make the changes to your Broadband Modem/Router, to ensure your new connection is maintained.		
	CeT Services flat fee for Migration is £25+vat payable upon completion.		
Note*	If you are a Tiscali customer, their service is not a standard Broadband product, it is based upon DataStream rather than IP Stream, and they are therefore unable to offer a migration. You will need to cancel your contract with them, let the service terminate, and then apply for a true broadband service through ourselves. However as we have lots of experience in moving people from Tiscali we can normally get you down to only 5-7 days on dialup only, whilst one service is terminated and the new one setup.		