

Switching Policy

At Fibrus we're committed to making sure that customers can switch their broadband as seamlessly as possible, whether that's a customer moving to us from another provider, or enabling a customer to leave us. To make sure this process is as fair as possible, we follow the guidance set out in section C7 of Ofcom's General Conditions.

We are committed to using simple and efficient processes with the aim of starting new services on the date that the customer requests them. Where this is technically not possible we will make sure those services are working as soon as possible.

Where a customer is leaving us we will, on those areas that are in our control, work in good faith with their new provider to make sure that there is minimal disruption to their new services.

We will ensure that we stop providing services to any customer who is leaving us on the final day of their contract with us.

Where a customer requests to keep their phone number when leaving us for another provider, we will provide this service at no extra charge. This will be for a month after the end of the customer's contract with us.