MAC's explained

MAC stands for Migration Authorisation Code. MAC's are issued by broadband providers and in most cases are required if you wish to switch from one broadband service provider to another. Once issued by the current provider the MAC is used by your new service provider to cease the old service on your line and to provide their new service. By using a MAC code there should be minimal disruption to your broadband and related services as you switch from the old service provider to the new service provider.

Things to watch out for:

MAC's are only valid for 30 days. Once the MAC has expired you will need to request a new one.

Requesting a MAC is not the same thing as terminating your contract with your old supplier. You should check the terms and conditions of your contract with your old provider and take appropriate steps to end your contract.

Some providers, especially LLU providers, may say that they will arrange the termination of your old service on your behalf if you move to them. Be careful as this is rarely the case. LLU providers can provide you with a service without a MAC. You could end up being liable to two providers.

Moving to timetalk from another service provider

You'll need to get a MAC from your current supplier and then contact timetalk to place your new broadband order with us either by:

Phone: 0845 129 4432 or
Email: sales@timetalk.net

Once we have a MAC we will process the transfer as soon as we can. The process usually takes no more than five working days. However, in some cases this can take longer. Usually delays are caused by your old provider. Until the transfer has taken place your broadband service from your existing supplier should be unaffected and you will be charged by your old provider until they stop providing the service or as otherwise set out in their terms and conditions. When the service transfers, there should be minimal downtime, normally no more than 30 minutes. The transfer will then be complete and you will be able to enjoy the great benefits of timetalk Broadband.

When you provide us with a MAC you may wish for the transfer to take place after a specified time period has elapsed. If this is the case, you should tell us when you provide a MAC and we will do our best to accommodate your requirements. .

Moving from timetalk to another service provider

If you are reading this guide because you wish to leave timetalk, we are sorry this is the case. We hate losing customers and will do our best to keep you as a customer. If you think you have found a better service, don't be shy. Tell us and we will try to match it. To discuss why you want to leave or to request a MAC please contact us on 0845 129 2917. You can also request a MAC code via post to: Cancellations, TCS Support Centre, Time Technology Park, Blackburn Road, Burnley, Lancashire, BB12 7TW.

Remember: requesting a MAC does not end your contract and you may need to give notice in a particular way. You will be liable for all outstanding charges until the contract is terminated. If you terminate prior to the expiry of any applicable minimum period you may also be liable for early termination charges. Full details are set out in our terms and conditions. Alternatively, please speak with Customer Services who will be able to explain the process to you any charges that may apply.

For security reasons only named account holders are able to request a MAC. Once we receive your request we will do our best to generate and send you a MAC within 5 days. However, it is not always possible to generate a MAC. Should this be the case we will notify you of the reason. Typical reasons why a MAC may not be issued are;

• Unable to validate the details provided by the customer
• Customer is not the Account holder
• Broadband has already been terminated
• Unable to obtain MAC from our provider
• MAC request has already been issued but is in the 30 day validity period

If you are not satisfied with any reason given for not providing a MAC you can make a complaint. Please refer to our Customer Complaints Code at www.timetalk-internet.co.uk/info which sets out the procedure you should follow and what you can expect from us.