

# Door-to-Door Broadband Checklist

What to check before you switch

## Before you agree to anything at the door

- You do not need to sign up immediately.
- A legitimate provider will allow you time to check details and compare.

## Ask these 5 questions

<input type="checkbox"/> Full monthly price <b>after</b> any offer ends	
<input type="checkbox"/> Contract length (12, 18 or 24 months)	
<input type="checkbox"/> Installation or activation fees	
<input type="checkbox"/> Upload and download speeds	
<input type="checkbox"/> Full fibre (FTTP) or part-fibre	

## Quick deal reality check

Before you accept any offer:

- Check the price after the offer ends
- Check the contract length
- Check if the price rises mid-contract

### Simple polite response:

"Thanks for the information. I never sign up at the door.

I'll check availability and compare the full pricing first."

## Check your address independently

- ThinkBroadband availability checker: [thinkbroadband.com/broadband](http://thinkbroadband.com/broadband)
- USwitch broadband checker: [uswitch.com/broadband](http://uswitch.com/broadband)

## Check your current contract

Contract end date: \_\_\_\_\_

Early termination fee (if applicable): \_\_\_\_\_

## Test your Wi-Fi before upgrading

Run a speed test next to your router and in the room you normally use. If the speed drops significantly, the issue is Wi-Fi coverage, not your broadband.

## Know your rights

There is a 14 day cooling off period for door-to-door contracts.

You can cancel without penalty in that time.



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to choosing broadband  
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