



Detailed information for Migrating to Valutel

Migration is the term used to move an existing broadband connection from one ISP to another without any downtime. You are able to migrate to any of our broadband products, ie Max PAYG and Max Allowance. The connection will automatically benefit from one static IP address being included free of charge. Before placing a migration order you will need to provide Valutel with a Migration Authorisation Code (MAC). The MAC will be provided by your current ISP. When your ISP provides the MAC they are confirming their agreement to allow the migration to go ahead to Valutel.

Please ensure that your ISP does not cease the connection.

The format of a MAC code is normally 10 or 12 alphanumeric characters followed by a "/" and then 5 alphanumeric characters i.e. FTIP12345678/CB12N.

For orders that are LLU will incur a £40 + VAT charge if the connection is migrating from an LLU provider.

Once the migration order is placed with Valutel, our availability checker will confirm whether a charge will be applicable.

Orders processing time 5-7 working days from when your order has been placed with Valutel.

All plans are based on a monthly contract - you have the right to cancel at any time by giving 30 days notice - no cancellation charges apply.

If you wish to migrate away from Valutel we will provide you with a MAC code Free of charge which allows you to transfer to another ISP.

Migrating to Valutel should happen with no downtime. If BT come across any problems with migration we will notify you by E-mail or Telephone.

Factors such as line quality and the distance from your exchange determine the speed you can receive on the up to 8 Mbps plans

If you have any questions, please call **01273 716797** or E-mail sales@Valutel.co.uk