

# Switching internet service providers

A guide to everything you need to know



ting



Daily life is more dependent on internet service than ever before. According to Pew Research, **90% of Americans** say the Internet has been essential for them during the pandemic.

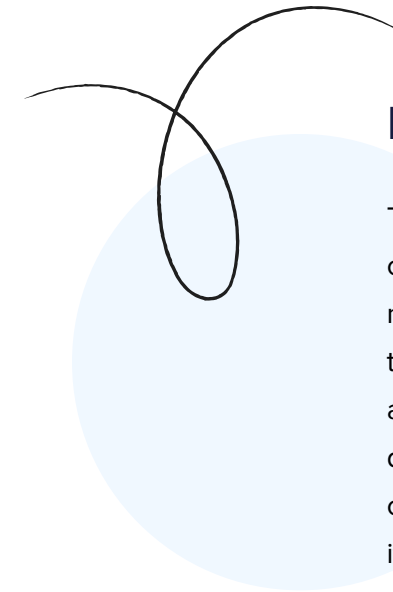
With the rise of wearables, smart appliances, digital assistants, smartwatches and other smart devices, every home needs a quality internet connection supporting their day-to-day activities. However, if you're unsatisfied with your current internet service provider (ISP), switching providers is often easier said than done.

Whether you're looking to get out of an inflexible contract or migrate away from a branded email account, traditional internet service providers employ a lot of tactics designed to keep you with them, even when you're unhappy with your customer experience. If you're ready to make the switch to a better ISP, or you're simply researching your options, it helps to know what you deserve as an internet customer.

In this guide, we'll tell you what you *need to know* about comparing internet providers and what to expect when switching providers.

## Question 1

# Should you switch internet providers?



## Four things to consider

Today's average home is loaded up with technology connected to the Internet. Walk into any home and you might find several smartphones, multiple TV screens, tablets, gaming systems, security systems and a home assistant. The total internet bandwidth needs of these devices can quickly overwhelm the maximum capacity for cable and other high-speed internet. If this sounds familiar, it may be time to switch internet providers.

Here are *four factors* to consider if you're looking to make the switch.

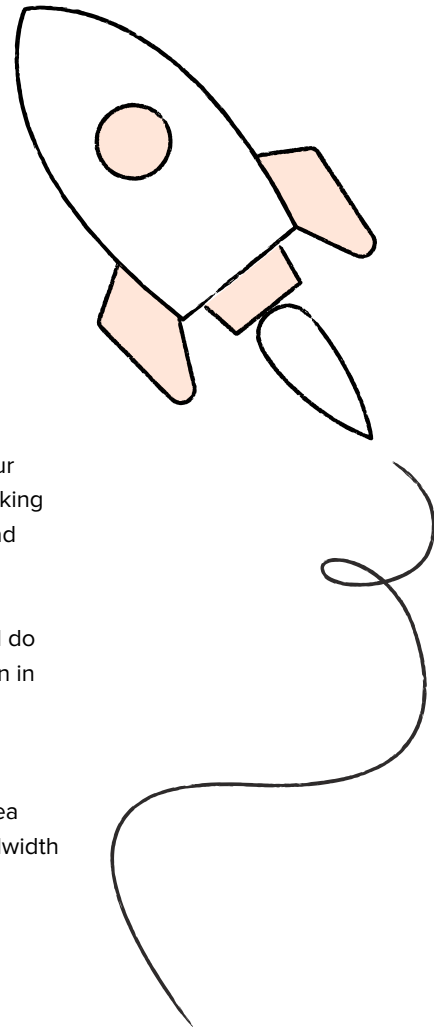
# 01

## Speed and bandwidth

Think about how often you use your home's devices for activities like video calling or streaming and how often multiple people in your household are doing those activities at the same time. If you're working from home and have multiple video calls a day, you need fast upload and download speeds that will enable smooth, lag-free calls.

With every potential ISP, look at what speeds they're promising and do a little internet research to see if they can meet those speeds—even in homes with lots of connected devices and at peak times of usage.

Bandwidth dictates how many devices on the network can be used without speeds slowing down. If you live in a densely populated area with lots of fellow workers-from-home, for example, your ISP's bandwidth needs to be able to handle all of these users at one time.



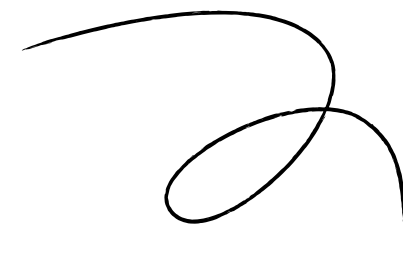
# 02

## Reliability

Cable internet uses the same electrical signals transmitted through copper wiring. Which means, regardless of which provider you choose, your cable internet connection's reliability is at the mercy of plenty of outside factors, including weather disruptions, electromagnetic field disruptions and simultaneous streaming.

Fiber connection like Ting's isn't susceptible to disruptions from weather or a hit show that everyone's watching.

Fiber uses lots of tiny glass threads that transmit data via light and can handle many more users at a single time. It also doesn't share its bandwidth with cable TV connections.



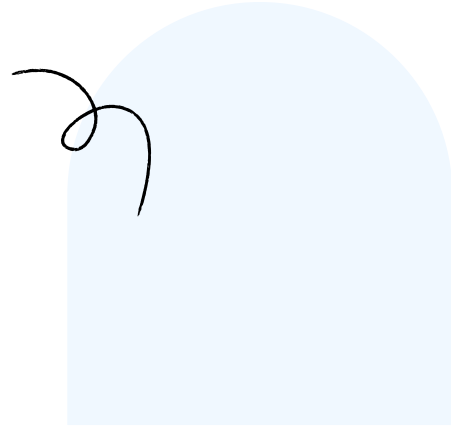
## 03

### Price

Cable internet tends to be cheaper than a fiber connection. Even between cable ISPs, there can be quite a bit of variety. For instance, plans that only give you speeds of 25 Mbps will be cheaper than plans that offer 250 Mbps. Fiber connections will generally cost \$75 per month or more, while cheap cable plans can start as low as \$25.

That said, you'll have to weigh the non-monetary costs of going with a cheaper plan.

Your household's internet needs may be greater than the speeds and bandwidth of your plan, leading to slow, unreliable internet when you need it most.



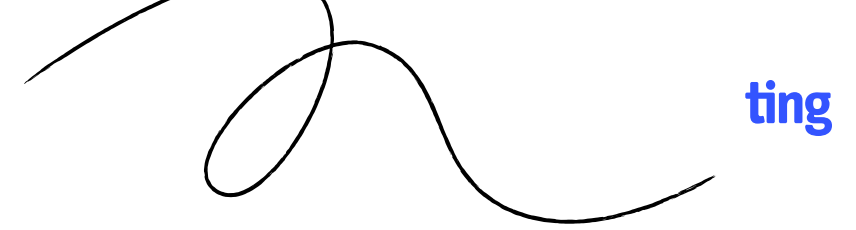
## 04

### Customer service

Cable-based ISPs, which are used to being the only game in town, often have dreadful customer service. Newer companies like Ting put the customer at the center of their businesses.

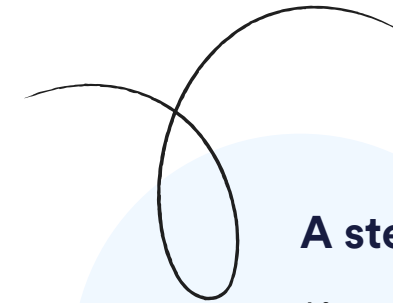
Ting makes it *easy* for customers to contact them and resolve any issues that pop up, from billing to service questions.

When you're choosing a new internet provider, consider how easily you'll be able to reach a real person and whether your issues will be resolved by the provider quickly.



## Question 2

# How to switch internet providers?



### A step by step guide

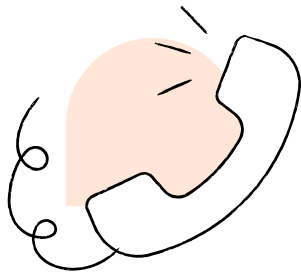
After reviewing the key considerations that affect your internet service satisfaction, you might be ready to start scouring your local market for a faster, more reliable and more cost-effective internet provider. Choosing the right ISP can go a long way toward making an easier transition. But by doing a little homework in advance, you can learn how to switch internet providers in the least disruptive, anxiety-provoking way possible.

Here are the steps you should take as you start this process.

## Step 1

### Don't call your current ISP yet

When you're conducting internet service research, try to find as much information as you can by yourself before you get on the phone with your current ISP. If you call up your current ISP and start asking questions, they might connect you with a customer retention specialist who will try to persuade you to stay. See how much information you can gather by logging into your customer account portal before you give them a buzz.



## Step 2

### Check the documentation

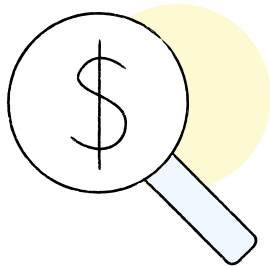
Always read the fine print. As you look things over, ask yourself, "Can I switch internet providers mid-contract?" You may have a contract that prevents you from switching, or your current ISP may require you to fill out specific forms to cancel your existing internet service.



## Step 3

### Determine the costs

An ISP will often charge you an early cancellation fee when you try to leave them for a competitor. If you have any outstanding bills, that could delay the process too, so make sure you find out whether there are any hidden fees and settle up any open account balances before you make the jump.

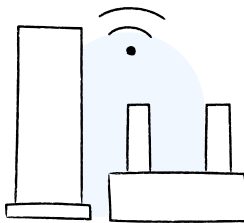


## Step 4

### Verify your equipment

If your current ISP gave you a modem or router when you originally signed up with them, they'll probably take it back or ask you to bring it to one of their locations. Even if they let you keep your old modem or router, it may not be compatible with the new ISP.

Depending on the new internet service you're looking to get, your new ISP can probably give you new equipment or you may be able to purchase and install your own.



## Step 5

### Plan for overlap between providers

It's better to have more internet than you need than to have no internet at all. Make sure you schedule your switch so that your home is never without internet service. Although it might be tempting to cut costs by having your current ISP shut down service before the new internet service is ready to go, you'll likely avoid some stress if you plan for a little overlap between the two—especially if your new install gets delayed or interrupted.

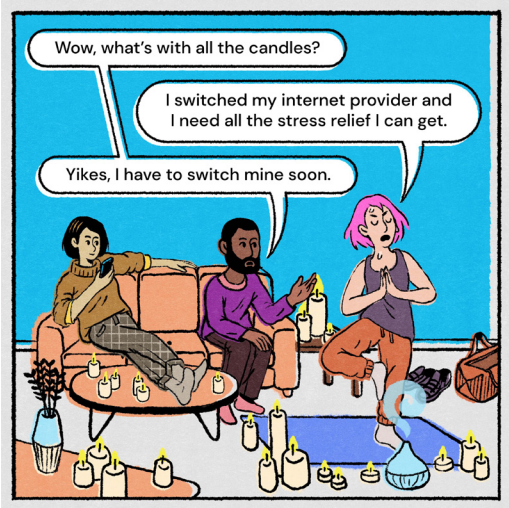
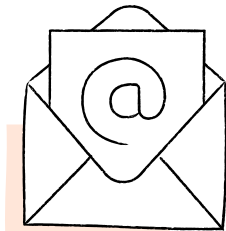


## Step 6

### Figure out how to handle your email account

If your personal email account is connected to your ISP, you may be wondering, “If I switch internet providers, do I lose my email?” In some cases, this email account may be deactivated if you switch providers. In that case, you'll want to switch from your internet provider's email to something better.

Your current ISP may allow you to forward incoming email to a new address for a certain period of time so that people can still reach you while you're making the switch. Read on for more information about handling this transition.



Upgrade  
to **Ting** for  
lightning-fast  
fiber internet.

### Question 3

# How to set up email forwarding?



## What to know about email forwarding before switching providers

Changing your email account can be a source of anxiety for any individual—especially if you’ve had that same email account for a long time. If your current ISP gives you the option of forwarding or migrating your emails to a different account, you should be able to switch email accounts without losing access to important emails, files, contacts and other information. Of course, this depends on your own ability to set up email forwarding before your existing internet service is terminated.

Here’s what you need to know to take the stress and uncertainty out of this switch.

## What happens to your old email account?

If you have an ISP-provided email account and are planning to terminate your service, you might be wondering what will happen to your email address. Some companies allow you to keep the account, while others do not. If you use another ISP, you'll want to contact customer service to find out what will happen to your email account when service is disconnected.

- ▶ **Verizon**  
doesn't offer email anymore, and if you have a Verizon.net account, it's now powered by AOL, which is a free service. This means you'll still have access to your account, even if you switch ISPs.
- ▶ **Comcast**  
allows you to keep your email account, but you have to log in within 90 days after disconnecting service and once every nine months after that. If you don't, your account will be labeled as inactive and deleted.
- ▶ **AT&T**  
allows you to keep your email address as long as your account is in good standing, which means your balance needs to be paid.
- ▶ **Spectrum**  
on the other hand, automatically cancels email accounts when you terminate its service.

## How to set up email forwarding

Email forwarding is a useful tool when you're switching to a new email address, as it will automatically route messages sent to your old email address to your new inbox. The process of setting up email forwarding is a little different for every service, but in general, you'll need to follow these steps:

- 1 Make sure your new email address is set up and ready to use.
- 2 Log into your old email account and navigate to the settings menu.
- 3 Find the forwarding feature.  
In Xfinity Connect, go to Email **Settings > Auto Forward**. In Yahoo, go to **Mailboxes > Forwarding Address**. Most services have an online guide to walk you through the process.
- 4 Once you've found the forwarding feature, enter your new email address and select the option to auto-forward messages.
- 5 Save these settings before exiting.

Forwarded emails will be marked as such in your new inbox, so you'll be able to see which people and/or companies still need your new email address.

## Create a Gmail account and migrate your inbox

Free email services like Gmail can offer powerful, reliable email accounts that aren't tied to your internet service provider.

Gmail is a free email service offered to anyone with a Google account. To set an account, simply enter your first and last name, and then select a username and password. Google will ask you to add a recovery phone number or email address to use in case you're ever locked out. Once you've completed these steps, you can log into Gmail using your new username and password.

Gmail also makes it easy to migrate old emails into your new account. This process uses a protocol called POP, and your old email account needs to have POP access enabled for it to work. To transfer old emails into Gmail, go to:

- 1 **Settings > Accounts and import > Import mail and contacts**
- 2 Follow the steps on screen and then select **"Start import"**

## Upgrade your internet, upgrade your home

Whether you need fast internet for work, play or all of the above, switching to a faster, more reliable internet service can make a big difference in your day-to-day life, alleviating a prime source of stress and allowing you to fully enjoy the comforts and convenience of a web-connected home.

Ready to find out how Ting's lightning-fast internet service can turbo-charge your home's internet and give you the high-speed, reliable internet service of your dreams?

Contact [Ting today](#) to connect your home to

*fast. reliable* fiber internet.

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