

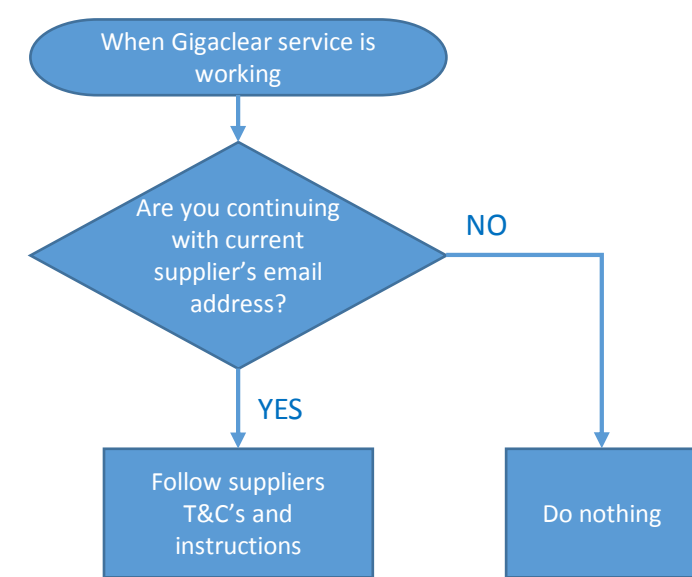
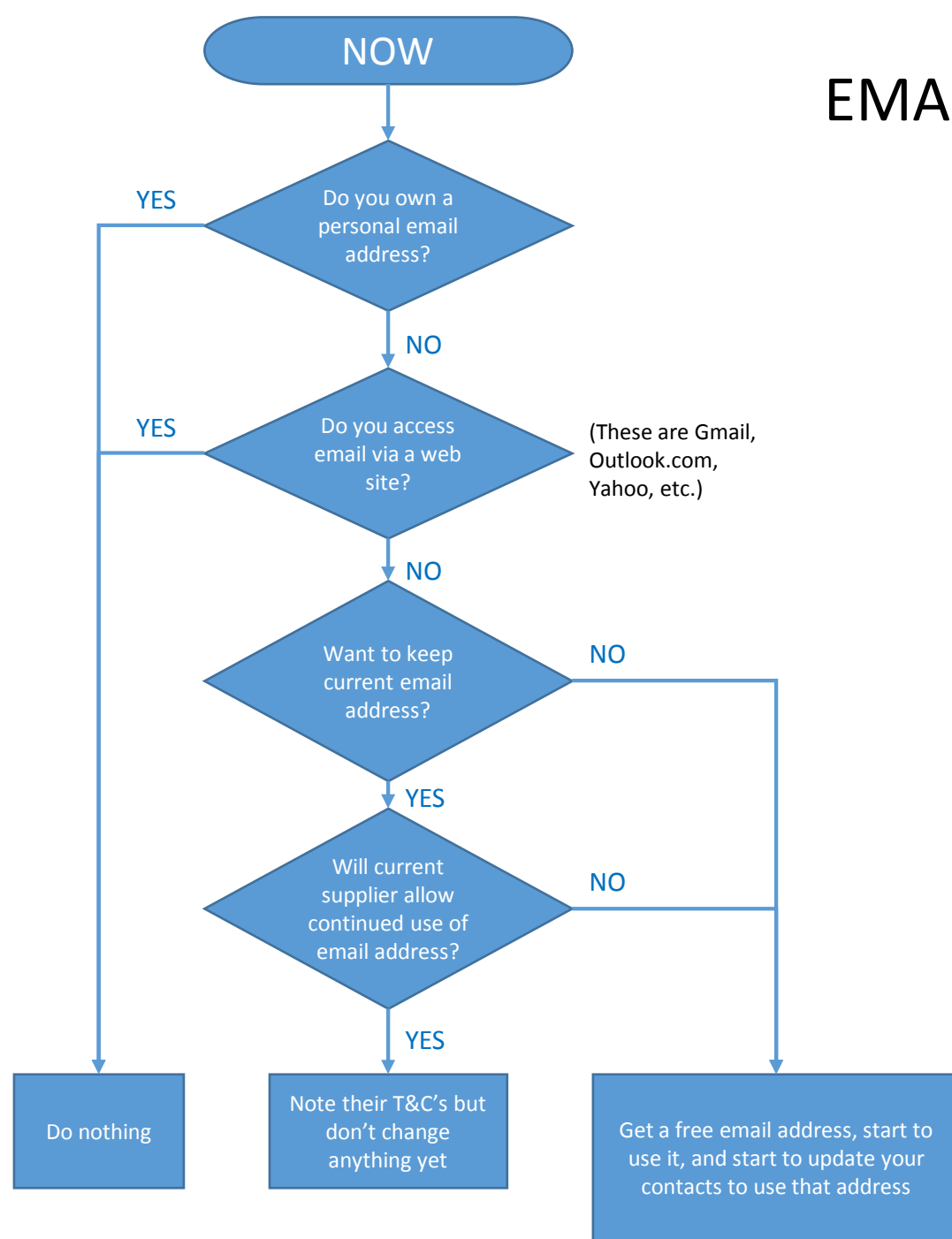
Transferring to Gigaclear fibre solutions

This page lists the required steps in order.

Subsequent pages contain more details.

1. Order Gigaclear
2. Order self install kit or Boxcom installation
3. If you do not have anti-virus software you need to install some
4. Set up a new free email account if you are not keeping an existing one
(and tell all your suppliers and contacts that you have changed it)
5. Wait until you have a Gigaclear activation email
6. Order a Vonage telephone adaptor if dropping BT all together
7. Connect your Vonage adaptor using the temporary number
8. Make sure you are happy with both the broadband and the telephone before proceeding
9. If you require Vonage to transfer your existing phone number do it now (it can take up to 20 days)
10. Wait until the telephone works with the number you have requested
11. Cancel your existing broadband contract
12. Cancel your existing phone contract
(remembering to tell them you don't need a MAC code as you are joining a cable provider)

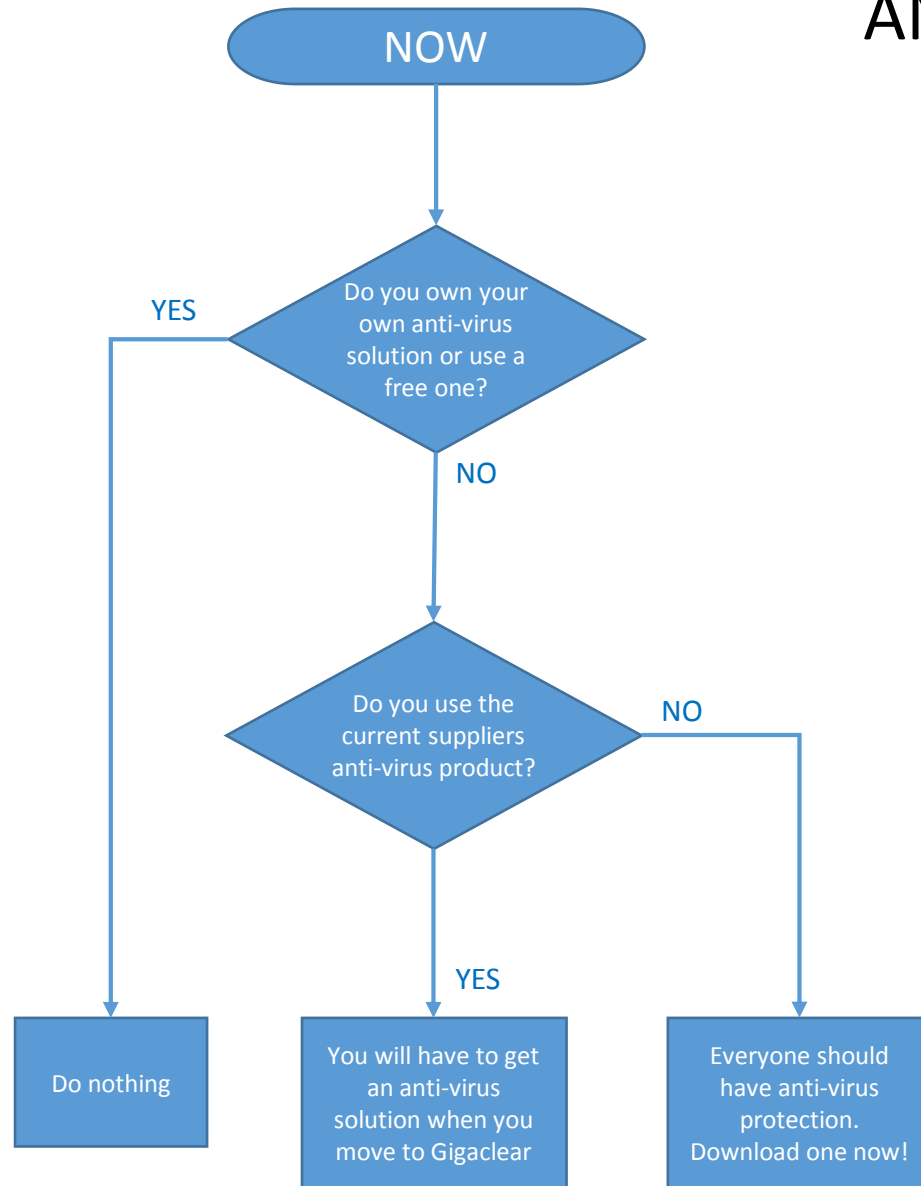
EMAIL



(BT will let you keep your address, sometimes they will charge about £12 a year for this. AOL, Sky will let you keep the address for free apparently. TalkTalk and PlusNet will not.)
There is a good case for retaining an old email address for a year in order to find out who is not using your new one, but I've just heard of BT charging £24 a year for this.

For an impartial review of the free email providers see:
http://email.about.com/od/freeemailreviews/tp/free_email.htm
Note Gmail (and anything else from Google) mines your emails and searches for information it can use to target advertising.

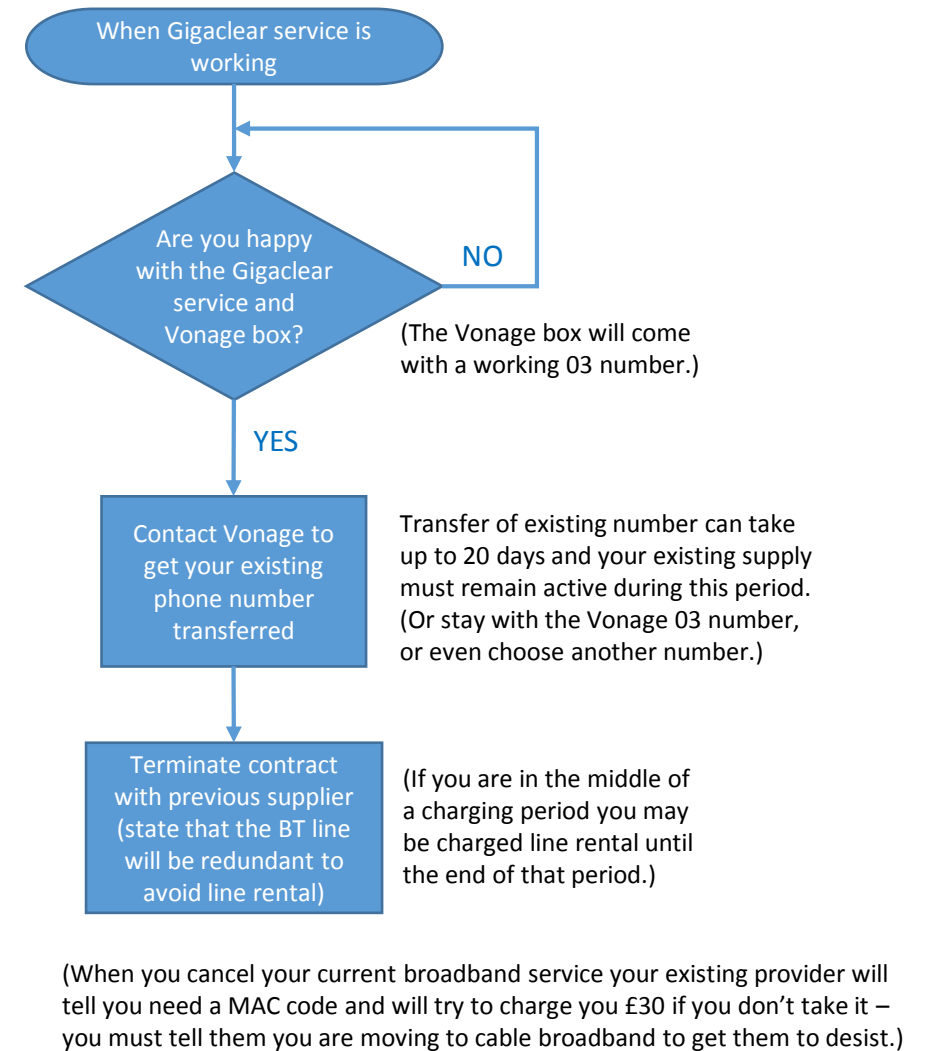
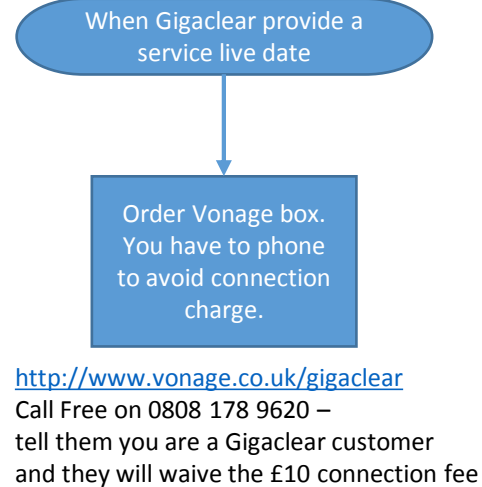
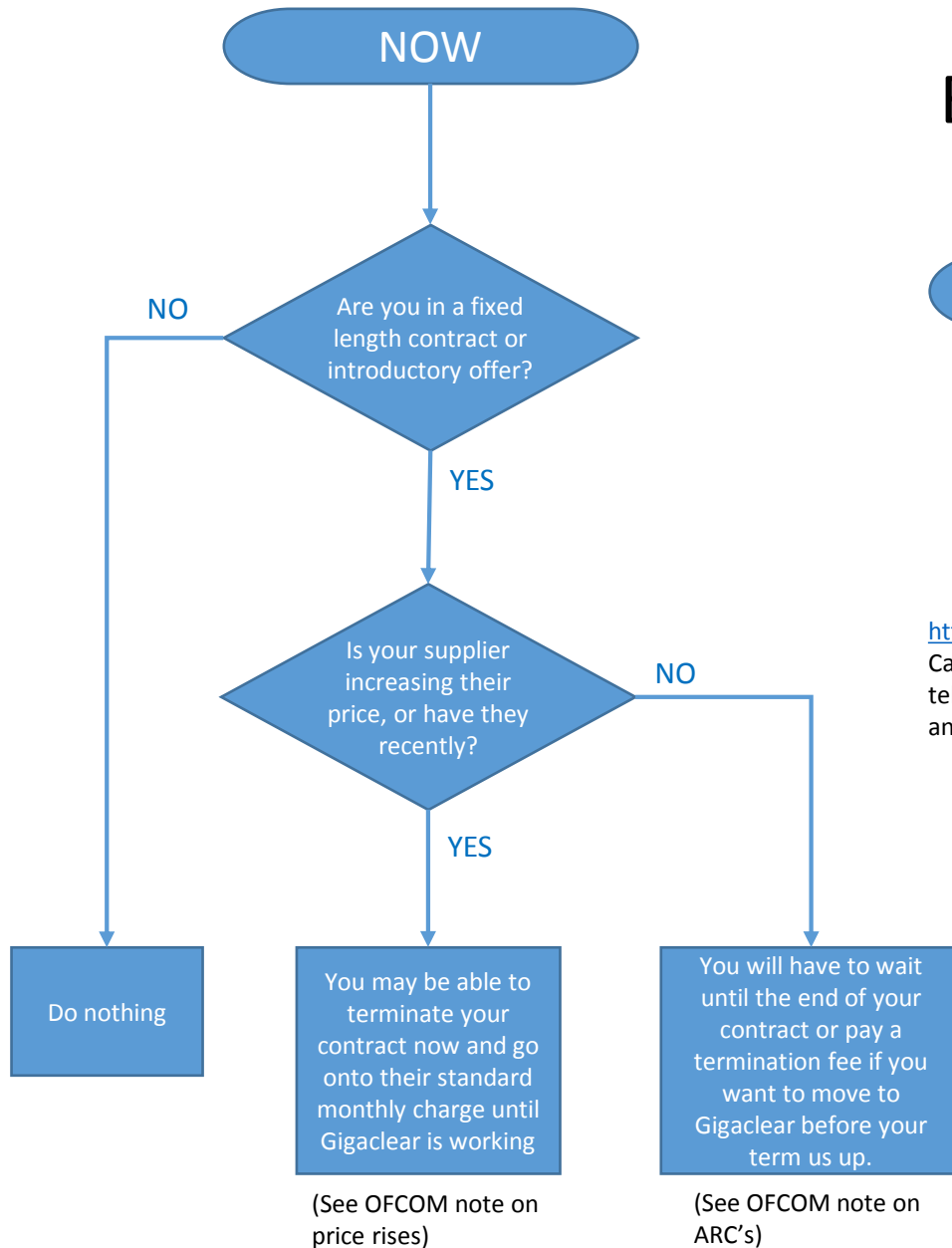
ANTI-VIRUS



(You can't normally have two anti-virus solutions installed at the same time.)

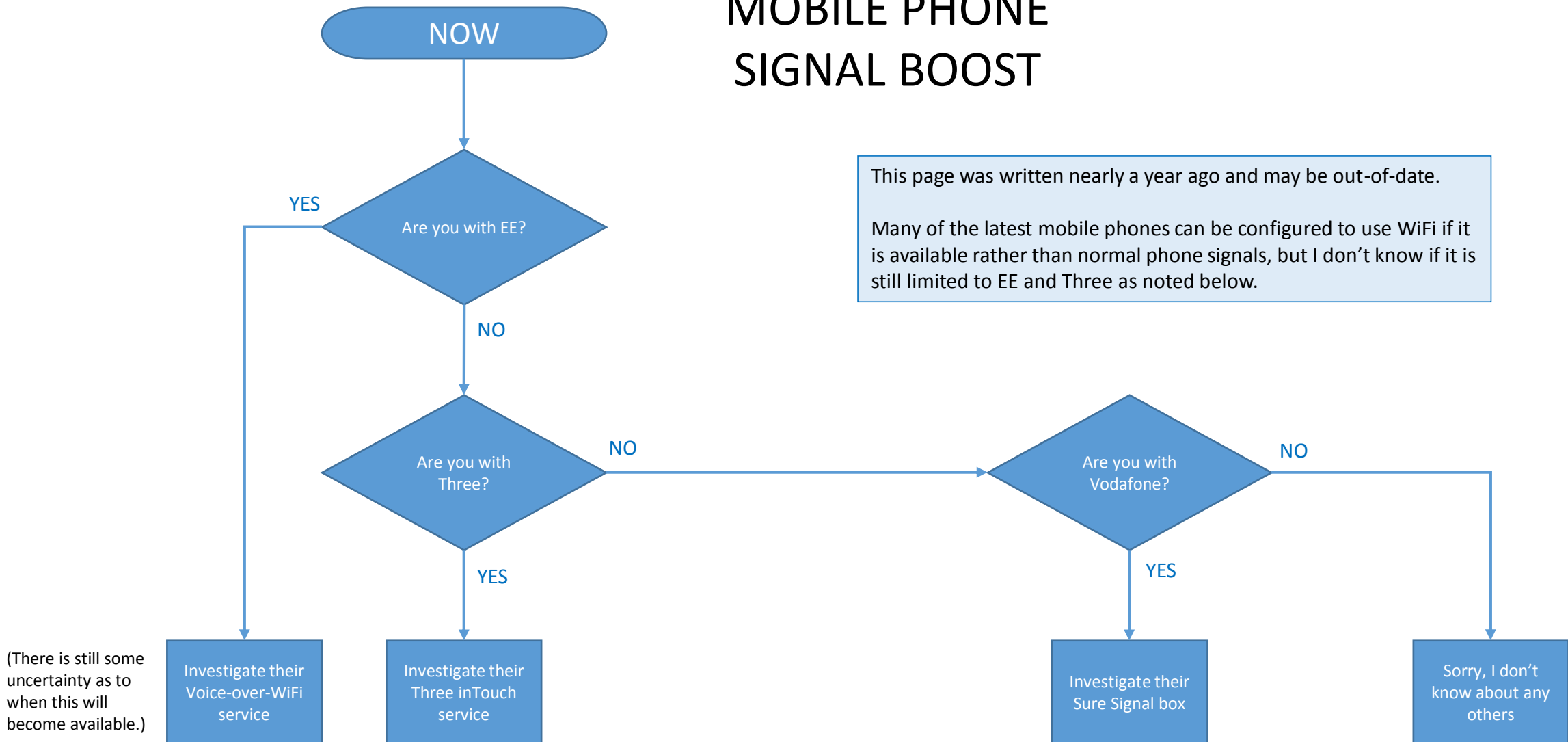
For an impartial review of free antivirus providers see:
<http://www.moneysavingexpert.com/shopping/free-anti-virus-software>
Note AVG recently changed their privacy statement and will mine browsing history.
(Also has good tips on other security precautions.)

PHONE & BROADBAND



BT increased their charges in September – others have also
For OFCOM decision regarding early contract termination when price rises see:
http://stakeholders.ofcom.org.uk/binaries/consultations/gc9/statement/GC9_statement.pdf
Also their statement banning Automatically Renewable Contracts:
<http://stakeholders.ofcom.org.uk/consultations/arcs/statement>

MOBILE PHONE SIGNAL BOOST



This page was written nearly a year ago and may be out-of-date.

Many of the latest mobile phones can be configured to use WiFi if it is available rather than normal phone signals, but I don't know if it is still limited to EE and Three as noted below.

EE's new Voice-over-WiFi service and Three's [Three inTouch](#) service allow people to make calls and send texts over WiFi using the phone's native dialler, and without the need for any additional third-party apps. In other words, the phone will retain full functionality, even when there is no mobile signal.

It would be strange for Vodafone not to introduce a WiFi calling service when the other big two suppliers are. They may be waiting as they are making money out of selling Sure Signal at the moment ☹️