

Broadband Home Mover process

If your customer is moving premises, they may wish to keep their existing Gamma broadband service and simply move it with them. Taking this option will retain their existing contract and pricing and your customer can continue using the same router at their new premises.

Considerations:

On the date of the move there will be downtime for your customer. The existing PSTN line will cease at some point during the move date and, depending on engineer availability, there may be a gap in service before the new PSTN line and broadband are activated. BT are unable to advise of the exact time that the existing PSTN service will cease or the exact time the new line will be activated. The Home Mover process is susceptible to similar issues to Sim Provides. We strongly advise against moving the date of the Home Mover order once it has been placed as this can cause the PSTN and broadband orders to separate which will result in the two services activating on different dates. If there are delays with the installation of PSTN service at the new address your customer may be without service from the move date until the underlying cause of the delay is resolved with BT or Openreach.

To take advantage of this service there are several pre requisites:

- The new PSTN line order must be placed as a change of address against the service you want to move, this will generate a SIM provide reference which we will require to submit the Broadband order.
- The new line must retain the same CLI number.
- The new line must be fed from the same exchange as the current line.

Process:

To place the Home Mover request with Gamma you will need to complete the “Home Move Order Form” (which can be found on the Gamma Academy) and email it to broadbandorders@gamma.co.uk with the information below:

- The CLI of the broadband service you wish to move
- The full new address that the broadband will be moving to
- The Sim Provide reference (also known as LORN or COR)
- The PSTN activation date at the new property

As this is a backend process with BT you will not be able to track progress via the portal. Gamma will place the order with BT and will keep you informed of the order’s progress and if the order encounters any issues. You will receive a Gamma ticket reference once the order has been placed with BT, this ticket will be used internally to track the order through to completion and you will need to quote the ticket reference when contacting Gamma regarding the order. Once the order has completed with BT, we will update the address on the portal to match the new address of the broadband service.