

Miller Waite Broadband - Migration Policy

This document details the use of a Migration Authorisation Code (MAC) to transfer between different service providers using the Broadband Migrations Process.

How the MAC is used to facilitate a migration

When migrating to Miller Waite Broadband, you will be requested to provide a MAC. This code will usually be supplied by the losing service provider upon request. If migrating from Miller Waite Broadband to another service provider, then we will generally issue a MAC to you upon request, which you will need to provide to your new service provider.

Alternatives to the migration process if no MAC is available

If you are unable to obtain a MAC and still wish to change providers, the alternative option is a cease and re-provide. You will need to completely cancel the current Broadband service with your service provider and place a new provide order with the new service provider. This will usually incur extra costs and involve a period of downtime.

Migrating to Miller Waite Broadband

If you are migrating to Miller Waite Broadband, we will provide you with a migration date shortly after confirmation of your order. This will be the date your service will switch to Miller Waite Broadband.

How to request a Migration Authorisation Code from Miller Waite

We will accept requests for MACs by email to sales@millerwaite.com, or in writing to:

Miller Waite Broadband Support
Miller Waite Limited
Unit 12
Lightburn Trading Estate
Lightburn Road
Ulverston
Cumbria
LA12 7NE

Generally we will issue the MAC within 5 working days of receipt of your request, subject to the following clause, in writing or by email, generally in the same format as we receive the request. We will not issue or confirm MACs over the telephone. When issuing a MAC we will provide the validity period and expiry date of the MAC.

Why we may not issue a MAC

If you are still within the Minimum Service Period (18 months), or if your contract has been cancelled, or your account has not been paid (or your account is in arrears) or we have already placed a cease on your Broadband Line, we will be unable to issue a MAC and are under no obligation to do so. Where you wish to terminate within the Minimum Service Period you will be liable to pay the charges due in respect of that Minimum Service Period.



If you have a complaint about our refusal to issue a MAC

If you wish to complain about our MAC issuance policy or about a decision we have made not to issue a MAC, you may write to or email our complaints department as follows:

Email: sales@millerwaite.com

Write to:

Complaints Department
Miller Waite Limited
Unit 12
Lightburn Trading Estate
Lightburn Road
Ulverston
Cumbria
LA12 7NE