How to request a MAC code

In most cases you need a MAC (Migration Authorisation Code) to move from one broadband service provider to another. Using the code means that the service can be ceased and re-registered with a new provider. It means that there should only be minimal downtime between the old service provider and the new service provider

Moving to Supanet from another service provider

You'll need to get your MAC code from your current supplier and then contact Supanet to place your new broadband order with us either by;

Phone: 0800 138 3521, or
Email: supanet@supanet.net.uk

Your transfer will take five working days after we have processed your request until then you will continue to have broadband service from your existing supplier. There will be minimal downtime of approximately 30 minutes as you switch over to Supanet Broadband.

If you would like to transfer over to us later than 5 working days after supplying us with your MAC code please let us know when initially contacting us so we can facilitate this need.

Moving to another service provider from Supanet

To request a MAC code please contact us on 0800 915 8183.

You can also request a MAC code via post to:

Cancellations,
 TCS Support Centre,
Time Technology Park,
Blackburn Road,
 Burnley,
Lancashire, BB12 7TW.

You'll be liable for any outstanding charges if you switch to another provider within your minimum contract period.

To request a MAC code you need to be the account holder. We will make every effort to generate a MAC code at your request however this is not always possible and you will be notified the reason we are not able to generate this if this happens.

If we can't issue a MAC code for a given reason, you can still stop your broadband service by calling us on 0800 9158183 before moving to another supplier. However, you will get a break in service.

If you would like to make a complaint regarding not receiving your MAC code within 5 working days please see our complaints procedure at

http://www.supanet.com/live/pdf/supanet_complaints.pdf