

# Switch your internet provider

Learn how to switch to AT&T Internet service or cancel your AT&T Internet service. Plus, get the latest deals and offers for switching to AT&T.



[How to switch your internet service provider](#)

[Best deals and offers to switch internet service providers](#)

[How to return your AT&T Internet equipment](#)

[Move or transfer your AT&T Internet](#)

[How to cancel AT&T Internet service](#)

## How to switch your internet service provider

If you're considering switching your internet service provider (ISP), chances are you're moving to a new home. You also might be staying put but looking to save money on your home internet bill, or upgrade to a faster internet plan. First, let's walk through the steps to transfer your internet service if you're moving to a new home.

## Move or transfer your AT&T Internet service

If you're an [AT&T Internet](#) customer and you would like to transfer your home internet service to a new address, you should call **800.288.2020**. Keep in mind some of these things:

- If you already have AT&T Internet, activation fees at your new location are typically waived depending on your current service plan. If there's an activation fee, it would be the same as when your service was installed the first time.
- If you want to upgrade or change your current AT&T service when you move to a new address, an AT&T moving specialist can help you over the phone.
- If you're transferring your current AT&T Internet service to a new location, you may be able to make the move yourself. An AT&T moving specialist will be able to guide you over the phone.

If you're moving to a new home and looking to change your internet service provider, you can see how AT&T stacks up to our competitors and check [availability for AT&T Internet at your address](#).

## The choice is simple

There's never been a better time to switch! See how AT&T stacks up against the competition.

	AT&T Fiber	Spectrum	Xfinity
<b>Fastest speed available</b>	5 GIG Internet (1 td. availability/areas)	1 GIG Internet	2 GIG Internet
<b>100% fiber network</b>	✓	✗	✗
<b>Equal upload &amp; download speeds</b>	✓	✗	✗
<b>Unlimited internet data included</b>	✓	✓	✓
<b>No annual contract</b>	✓	✓	✓
<b>Equipment fee included</b>	✓	✓	✓

Shop AT&T Fiber

Competitor comparison based on publicly available data as of 10/1/2024. Comparison limited to cable technology, excludes Xfinity & Spectrum fiber offerings, not available in all areas\*. Speeds based on wired connection. Actual speeds may vary. For 5Gig, single device wired speed maximum 470Mbps. For more information go to [go.att.com/speest01](#)



## Best deals and offers to switch internet service providers

AT&T offers lots of great deals on AT&T Internet service, including [AT&T Fiber](#)®. [Check out all the latest offers for AT&T Internet and AT&T Fiber](#).

If you're eligible for AT&T Fiber, you can switch to AT&T for free.<sup>1</sup> AT&T will cover the cancellation fee from your previous provider in full. There are two easy steps to take advantage of this switcher deal:

1. **Switch to AT&T Fiber.** [Check your availability](#), and choose a speed tier that's best for you. When you switch to AT&T Fiber, you could save \$170 or more in the first year over your regular price with major cable providers.<sup>2</sup>
2. **Send AT&T your bill.** Upload the final bill from your previous provider, and AT&T will reimburse your previous provider's cancellation fee on your internet service. Within six weeks after activation and maintaining eligible internet service, you will receive a Reward Notification email that includes instructions on how to get reimbursed in the amount of your previous internet provider's early termination fee (ETF).

[Read more about our best offer to switch to AT&T Fiber](#).

<sup>1</sup>After reward card redemption & proof of eligibility. Redemption req'd. Offer excludes taxes, service fees, return equipment fees, or ETF incurred on services bundled with previous provider. <sup>2</sup> Savings based on price comparison of starting, mid & high-speed AT&T Fiber tiers vs. non-promotional prices of comparable Xfinity, Cox and Spectrum tiers. Comparison as of 8/25/2022.

## How to cancel AT&T Internet service

Before you cancel your internet service, you might consider these alternatives:

- If you need to move or transfer your AT&T Internet service, we can help you. Simply call 800.288.2020 to get started with a moving specialist.
- If you want to upgrade your AT&T Internet plan or make other changes, you should visit your [myAT&T account overview](#), choose the account you would like to change, select Change or Manage my plan and follow the prompts to finish up.
- If you need to temporarily suspend your service, you may place your AT&T service on temporary hold for military deployment, disaster relief, or other personal reasons. You can get started with suspending your AT&T Internet service by calling 800.288.2020.

If you want to cancel your AT&T Internet service, [learn more on next steps](#).

Here are some things to consider when canceling your AT&T Internet service:

- When you call to cancel, you should have your account number and personal identification number (PIN) on hand.
- Try to call during normal operating hours. Cancellation requests received after business hours will be handled on the next regular business day.
- Unless instructed in writing not to return your AT&T equipment, internet equipment must be returned to AT&T undamaged within 21 days of your internet service cancellation. You should not remove or return wall-mounted AT&T equipment

## How to return your AT&T Internet equipment

1. If you have wall-mounted AT&T Internet equipment, please leave it and its power cord as is. Do not remove or return.
2. If your internet equipment is not mounted on the wall, unplug it and head to the nearest [UPS Store](#)® or [FedEx](#)® Office. We cannot accept returns at AT&T retail stores. Be sure to bring your equipment and account number.
3. Keep the receipt from UPS after they scan, pack, and ship the equipment to us at no cost to you.



### Katherine Wroblewski

Katherine Wroblewski is a Principal Content Strategist at AT&T who specializes in wireless and wireline technology. Katherine holds a Bachelor's Degree from Georgia Tech and currently leads SEO content strategy for att.com. She is based in Atlanta, GA.

## More articles and resources

Learn more

### Internet and cell phone bundles

If you're looking to bundle your home internet and cell phone services, check out our best deals on bundles.

Continue reading

Trending now

### AT&T now delivering speeds up to 5 GIG

Is your home internet fast enough? Depending on speed tier availability and your household's connectivity needs, you may choose an AT&T Fiber plan with hyper-gig speeds.

Continue reading

Learn more

### AT&T vs. Google Fiber™

Learn why AT&T Fiber is the best choice for fiber internet with speeds up to 5 GIG, more bandwidth than cable and consistently fast speed.

Continue reading

### Helpful resources

[Switch to AT&T Internet for free](#)

[Move or transfer my internet service](#)

[Internet speed test](#)

[Best internet deals](#)

[Get the latest AT&T Fiber news](#)

## Looking for more?

### Internet

- Explore internet
- Order high speed internet
- Internet plans, speeds & pricing
- Internet service in my area
- U-verse internet
- Access from AT&T
- AT&T Air 5G home internet
- AT&T All-Fi home Wi-Fi
- Smart home & connected devices
- Internet for gamers

### Fiber

- AT&T Fiber
- Internet 1000 Plan
- Fiber for multifamily properties
- AT&T Fiber coverage map
- Learn about AT&T Fiber
- AT&T Fiber vs Google Fiber
- AT&T Fiber vs Spectrum internet
- AT&T Fiber vs Xfinity internet

### Bundles & More

- Bundles
- DIRECTV + internet
- AT&T Extended Wi-Fi Coverage Service
- AT&T HomeTech Protection
- AT&T ActiveArmor internet security

### Existing customers & support

- Pay my AT&T bill
- Upgrade my internet speed
- Check internet speed
- Optimize my connection
- Cyber Aware security tips
- Check for outages
- Internet support

att.com / AT&T Internet | Home Internet including AT&T Fiber / How to Switch Your Internet Service Provider | AT&T



### AT&T

- Find a store
- Newsroom
- Investor Relations
- Corporate Responsibility
- Careers
- Help & info
- AT&T Guarantee

### Shop

- Cell phones
- Fiber internet
- Home internet
- Tablets
- Smartwatches
- Wireless accessories
- Prepaid phones

### Top phone & data plans

- Unlimited phone plans
- International plans
- Add a line
- Upgrade
- Tablet data plans
- Mobile hotspot plans
- Next Up Anytime

### Featured deals

- AT&T Deals & Promotions
- Cell phone deals
- iPhone deals
- Samsung deals
- Phone and internet bundle deals
- Credit Card
- Valentine's Day deals

### Best-selling

- iPhone 16
- iPhone 16 Plus
- iPhone 16 Pro
- iPhone 16 Pro Max
- Samsung Galaxy S25 Ultra
- Samsung Galaxy S25
- Samsung Galaxy S24 Ultra
- Apple Watch 10
- Google Pixel 9 Pro

### Shop cell phones by brand

- New Apple iPhones
- New Samsung Galaxy phones
- New Google Pixel phones
- New Motorola Moto phones
- New Sonim phones

### Tablets & Watches

- New Apple iPad
- New Samsung Galaxy Tab
- New Apple Watch
- New Samsung Galaxy Watch
- New Google Pixel Watch

### Accessories by Brand

- Apple accessories
- AT&T accessories
- Samsung accessories
- Speck phone cases
- Otterbox phone cases
- Carson & Quinn phone cases
- Beats headphones
- JBL headphones

### Switch to AT&T

- Switch to AT&T
- How to switch phone carriers
- Internet speed test
- Bring your own device
- Cell phone trade-in

### Resources

- Bundle internet and wireless
- What is Internet Air?
- How to use your phone internationally
- What is 5G?
- What is fiber internet?
- How to choose a kids phone & watch
- What is eSIM?