



AT&T Internet

How to switch your internet service provider or transfer your existing home internet service



Thinking about switching your internet service provider (ISP)? Whether you want to switch to AT&T for faster internet and great deals, or you're moving to a new home and need to transfer or upgrade your internet, we're here to help.

In this article, you'll learn:

- [How to switch your internet service provider](#)
- [Move or transfer your AT&T Internet](#)
- [How to cancel AT&T Internet service](#)
- [Compare AT&T Fiber to the competition](#)
- [How fiber internet is installed](#)
- [How to return your AT&T Internet equipment](#)

How to switch your internet service provider

Looking to switch to AT&T from another internet service provider, like Xfinity or Spectrum? AT&T offers great deals, like special pricing and reward cards. With speeds up to 5 GIG,¹ unlimited internet data and no annual contract, [AT&T Fiber](#) is hard to beat.

- First, [check what internet options are available at your address](#). You'll see our best deals on our fastest internet service at your address.
- Review your current provider's contract to see if there are any cancellation fees.
- Schedule the installation of your new service so it overlaps with your old service, ensuring a smooth transition.
- Cancel your old service and return any equipment to your previous provider.

¹Ltd. avail. areas. Based on 5Gbps offering. Speeds based on wired connection. Actual speeds may vary. For 5G, single device wired speed maximum 47Gbps. For more information go to [www.att.com/speed5G](#)

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
Fastest speed available	5 GIG* (Ltd. availability/areas)	1 GIG	2 GIG
100% fiber network	✓	✗	✗
Equal upload & download speeds	✓	✗	✗
Unlimited internet data included	✓	✓	✓
No annual contract	✓	✓	✓
Equipment fee included	✓	✓	✓

Shop AT&T Fiber

Competitor comparison based on publicly available data as of 08/28/2025. 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 5G, single device wired speed maximum 47Gbps. For more information go to [www.att.com/speed5G](#)

Move or transfer your AT&T Internet service

Are you an AT&T Internet customer who's moving? If you're moving to a new home and want to keep your current AT&T Internet service, transferring your service is simple. Just [enter your new address](#), to see what's available at your new home. Then, follow the steps to check availability, transfer your internet, and schedule your move. In some cases, you may be able to set up your internet yourself at your new home. If not, you can schedule a professional installation with an AT&T technician.

You might want to upgrade your [home internet](#) if a faster plan is offered at your new address. Or, maybe you've found you don't need the speed you have and want to look at more affordable internet plans. When you enter your new address, you'll see the best internet plans available to you. If AT&T Fiber or Internet isn't available at your new location, you may have the option to get AT&T Internet Air™, which is our home internet service delivered over the reliable AT&T 5G wireless network.¹

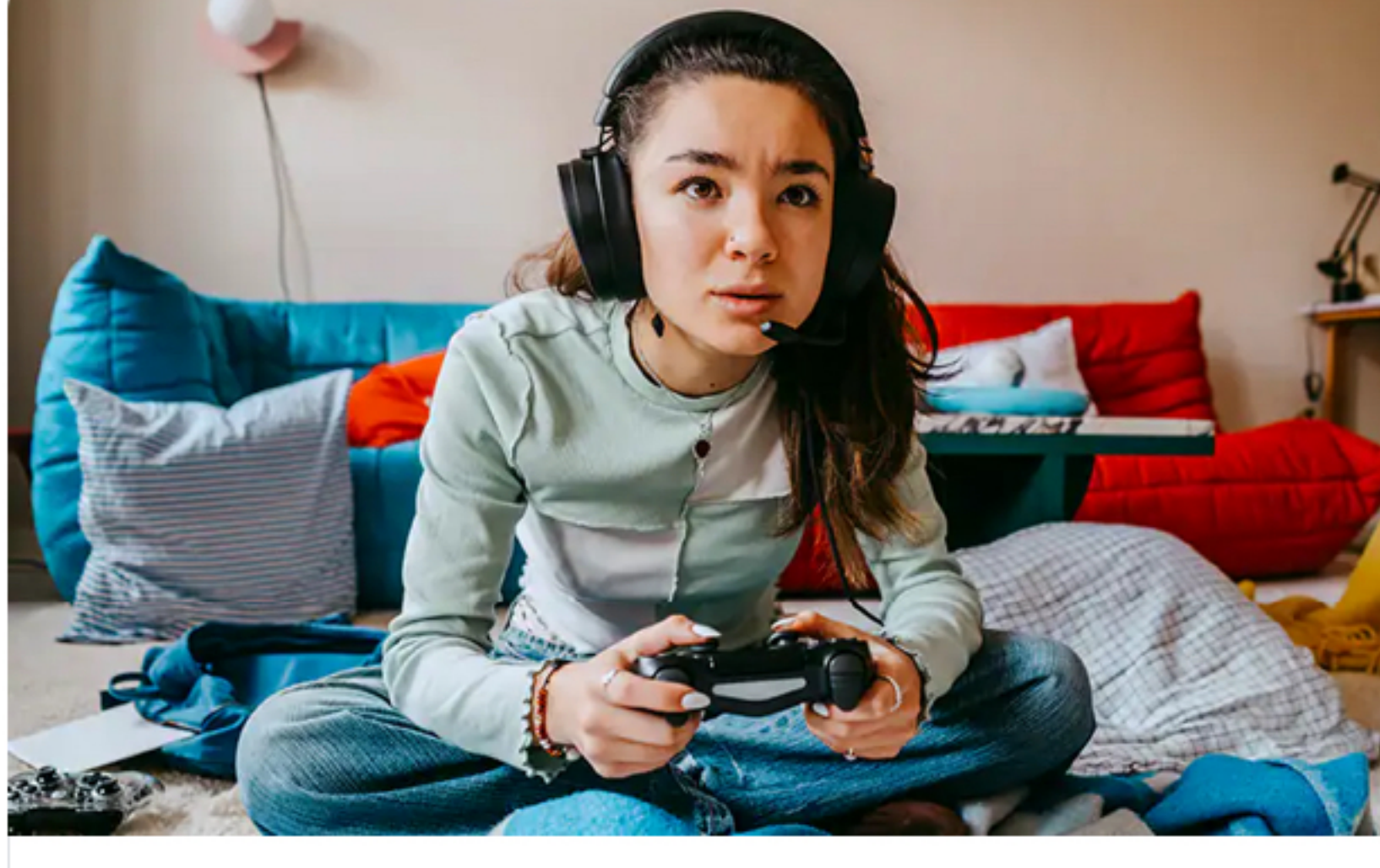
If AT&T doesn't offer internet service at your new address, we can help you cancel your service. Then, you'll be able to sign up with a provider that serves your new neighborhood.

Are you moving and interested in switching to AT&T? If you want to shop AT&T Internet, you'll also start by [checking availability at your new address](#).

¹AT&T Internet Air not available in all areas. 5G coverage not available everywhere. LTE coverage may be used depending on signal availability at your address.

We keep you connected to what matters

Learn more about our internet service options. We'll always offer you our best deal on our fastest internet service available at your address.



AT&T Fiber

Fiber internet is delivered to your home via fiber optic cable. It transfers data at faster speeds than DSL or cable-based internet. With speeds up to 5 GIG, you can work, play, stream, and stay connected to what matters most.^(?)

Learn more



AT&T Internet Air®

Experience a fresh take on home internet with Internet Air, delivered over our reliable 5G wireless network. Enjoy powerful Wi-Fi*, an intuitive app, and unlimited data—with no hidden fees or annual contracts.^(?)

Learn more



How fiber internet is installed

Upgrading to AT&T Fiber is simple. You can schedule an installation appointment with a technician or see if you're eligible to self-install. Once your internet equipment is set up and your devices are connected to your new network, you're ready to go.

Learn more about the installation process

How to suspend or cancel AT&T Internet service

If you need to temporarily pause your AT&T Internet service, you can place it on hold for reasons like military deployment, disaster relief, or other personal situations. To temporarily pause your AT&T Internet service, just call [800.288.2020](#).

If you're moving and AT&T Internet isn't available at your new address, canceling your service is simple.

If you're canceling for another reason, call [800.288.2020](#).

- Have your account number and personal identification number (PIN) ready.
- Unless you are told otherwise in writing, you must return all AT&T internet equipment in good condition within 21 days of canceling your service. Do not remove or return any wall-mounted AT&T equipment.

How to return your AT&T Internet equipment

- If you have wall-mounted AT&T Internet equipment, leave it and its power cord in place. Do not remove or return these items.
- If your internet equipment is not wall-mounted, unplug it and take it to the nearest [UPS Store®](#) or [FedEx® Office](#). AT&T retail stores do not accept equipment returns. Be sure to bring both your equipment and your account number.
- After UPS or FedEx scans, packs, and ships your equipment to us (at no cost to you), keep the receipt for your records.

More articles and resources



Learn more Internet and Wireless bundle deals

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

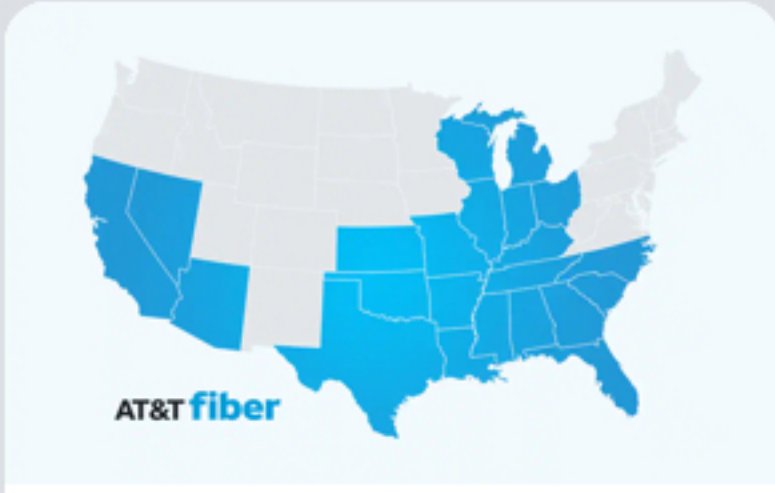
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Learn more Our best fiber and internet plans

Learn more about our home internet options—AT&T Fiber, AT&T Internet and AT&T Internet Air.

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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.

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Helpful resources

- [Switch to AT&T when you move](#)
- [Transfer existing AT&T internet service](#)
- [Internet speed test](#)
- [Best internet deals](#)
- [Get the latest AT&T Fiber news](#)



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.

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- [Internet & phone bundles](#)
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- [Fiber for multi-family properties](#)
- [AT&T Fiber coverage map](#)
- [AT&T Fiber in my area](#)
- [AT&T Access low-cost internet](#)

Learn About AT&T Fiber

- [Fiber internet explained](#)
- [AT&T Fiber installation](#)
- [Fiber internet vs cable](#)
- [AT&T Fiber vs Google fiber](#)
- [AT&T Fiber vs Spectrum internet](#)
- [AT&T Fiber vs Xfinity internet](#)
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Explore Home internet from AT&T

- [Home internet from AT&T](#)
- [Order high speed internet](#)
- [Internet plans, speeds & pricing](#)
- [AT&T internet availability](#)
- [AT&T Air 5g home internet](#)
- [AT&T All-Fi home wi-fi](#)
- [AT&T extended wi-fi coverage service](#)
- [Smart home & connected devices](#)
- [Internet for gamers](#)

Existing customers & support

- [Pay my AT&T bill](#)
- [Upgrade my internet speed](#)
- [Check internet speed](#)
- [Optimize my connection](#)
- [AT&T HomeTech protection](#)
- [AT&T ActiveArmor internet security](#)
- [Cyber Aware security tips](#)
- [Check for outage](#)
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What Banana Does To Dogs

When you feed banana to dogs, here's what it does

Badlands Ranch

Open

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- Wireless accessories
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Trending

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- iPhone 17 Pro
- iPhone Air
- iPhone 17
- Samsung Galaxy S25 Ultra
- Samsung Galaxy Z Fold7
- Samsung Galaxy Z Flip7

Top phone & data plans

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

Switch to AT&T

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

Featured deals

- AT&T Deals & Promotions
- Cell phone deals
- iPhone deals
- Samsung deals
- Phone and internet bundle deals
- Credit card discount
- Free phone deals for new customers

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
- New Kids Smart Watch

Accessories by Brand

- Apple accessories
- AT&T accessories
- Samsung accessories
- Otterbox phone cases
- Beats headphones

Resources

- Bundle internet and wireless
- What is Internet Air?
- How to use your phone internationally
- What is fiber internet?
- What is eSIM?
- Return or exchange your wireless device

AT&T

- Find a store
- Newsroom
- Investor Relations
- Corporate Responsibility
- Careers
- Help & Info
- AT&T Guarantee
- Broadband Facts Machine
- Readable Files

