BILL'S HOME TECH

Home & Small Business Tech Solutions

AN EXTENDED GUIDE · NO. 1990

Updated November 2026

Moving Your Internet to a New Apartment — Transfer, Cancel, or Start Fresh

Transfer, cancel, or start fresh — and never lose a day online

Tech Made Simple. Service Made Personal.

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What's Inside

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THE WHOLE PLAN

1 The Whole Plan on One Page

Everything that matters, in a breath.

Here's the entire job in a nutshell. Two weeks or so before you move, call your internet provider and tell them you're moving. They'll either be able to follow you to the new address — a transfer — or they won't serve it, in which case you cancel with them and start fresh with a provider that does.

Arrange things so the new connection is live before the old one shuts off, so you're never offline. On the way out, return any box you were renting and get a receipt, make sure the old account is actually cancelled, and keep every confirmation number. That's the whole thing.

- Call about two weeks ahead — not the day of the move.
- Transfer if they serve the new place; cancel and start new if not.
- Overlap the two services briefly so there's no gap.
- Return rented equipment with proof, and confirm the old account is closed.

> **TIP**
>
> The single most important move is to call early. Almost every internet moving problem — a gap with no service, a missed install window, a surprise charge — traces back to calling at the last minute. Two weeks gives everyone room to get it right.

THE CHOICE

2 Transfer, Cancel, or Start Fresh

The one decision everything hinges on.

The first real decision is whether to take your current service with you or start over. It isn't really up to preference — it depends on whether your provider's network actually reaches your new address. When you call, that's the first thing they'll check.

If they serve the new place: transfer

A transfer keeps your account, your email if the provider gives you one, and usually your pricing, and simply moves the service to the new address. It's the easiest path when it's available. They'll schedule either a self-install kit or a technician visit for the new place.

If they don't: cancel and start fresh

If your provider can't reach the new address, you cancel with them and sign up with a provider that does serve it. It's a little more work, but it's also a chance to shop for a better deal, since new customers often get the best promotional pricing.

> **GOOD TO KNOW**
>
> Before you move, it's worth checking which providers serve the new address regardless — even if yours can follow you. A new building may have a faster or cheaper option, and new-customer promotions can beat what you're paying now.

TIMING

3 Call About Two Weeks Ahead

Why the calendar matters most.

Internet installs run on a schedule, and the good appointment windows fill up — especially around the end of the month when lots of leases turn over. Calling about two weeks before your move gives the provider time to confirm service at the new address, ship a self-install kit or book a technician, and line everything up so you're connected on or before the day you arrive.

- Two weeks is enough lead time for a kit to ship or a tech to be booked.
- End-of-month and start-of-month slots fill fastest — book early.
- Have your new address, move-in date, and account number ready when you call.
- Ask for the earliest install date, then build your overlap around it.

WATCH OUT

Don't assume your internet just 'comes with' the new apartment. Unless the landlord explicitly includes it, you're responsible for setting it up — and discovering that on move-in day means days without a connection.

NO GAP

4 Timing It So You're Never Offline

A short overlap beats a long gap.

The goal is simple: have the new connection working before the old one goes dark. A day or two of overlap — paying briefly for both — is far better than a gap where you have no internet at all, which matters more than ever when your phone, TV, thermostat, and even your door lock may depend on it.

1. Pick your move-in date and the date you'll truly be done at the old place.
2. Schedule the new service to turn on a day or two before you need it.
3. Set the old service to end a day or two after the new one is confirmed working.
4. On move-in day, confirm the new connection is live before you rely on it.

TIP

If a short overlap means paying a few extra dollars for a day or two of double service, it's money well spent. A planned overlap is cheap insurance against arriving to a dead connection with a houseful of boxes.

ON THE PHONE

5 What to Say When You Call

A short script keeps it simple.

The call itself is short if you know what to ask. You're trying to answer a few questions: can they serve the new place, what will it cost, when can it be on, and do you need their equipment.

- Tell them your new address and move date, and ask whether they can serve that address.
- If yes, ask to transfer your service and for the earliest install date.
- Ask whether your current price carries over or a new rate or contract starts.
- Ask whether you can self-install or a technician needs to come.
- If they cannot serve it, ask how to cancel and what the final date will be.

Write down the confirmation or order number for whatever you arrange. That number is what lets you sort out any problem later, and it's the single most useful thing to keep from the call.

GOOD TO KNOW

If the price would jump after a transfer, that's the moment to ask about current promotions or to mention a competing offer. Providers often have retention pricing they won't volunteer unless you bring it up.

Rather not do this yourself? I'll come to your home and set it up for you — a flat $99 first visit across Portage County, Ohio and nearby communities. Outside the area? I also help remotely by phone or screen-share. Book at billshometech.com/book or call (330) 200-8042.

THE RENTED BOX

6 Giving Back Rented Equipment

The step that saves you money.

If you rent your modem or router from the provider — the box with their logo — you must return it when you cancel, or they'll bill you for it, often a steep equipment fee. This is one of the most common surprise charges after a move, and it's completely avoidable.

1. Ask the provider exactly which pieces must come back and by when.
2. Pack the box and any power cords and cables they specify.

3. Return it the way they tell you — a prepaid shipping label, a drop-off at a store, or a carrier counter.
4. Get a dated receipt showing you returned it.
5. Keep that receipt until you see a final bill with no equipment charge.

WATCH OUT

A 'return receipt' is not optional paperwork — it's your proof if they later claim they never got the box. Equipment non-return fees can run well over a hundred dollars, and the receipt is the only thing that reliably reverses them.

YOUR OWN GEAR

7 Bringing Your Own Router or Mesh

Keep what already works.

If you own your router or a mesh Wi-Fi system — as opposed to renting it — you can simply bring it along, and it's well worth doing. You avoid a rental fee, and more importantly you can keep your same Wi-Fi network name and password at the new place.

Why keeping the same Wi-Fi name helps

Every device you own — phones, laptops, TVs, speakers, thermostats, cameras — remembers your Wi-Fi name and password. If you set up the new place with the same name and password, most of those gadgets reconnect on their own, with no fiddling. Change the name and you'll be re-entering the password on every single device.

TIP

Before you unplug your router at the old place, jot down (or photograph) its Wi-Fi name and password from the label or settings. Setting the new connection up with the exact same ones turns 'reconnect everything' into 'it just works.'

BACK ONLINE

8 Getting Everything Back Online

The new place, connected.

At the new apartment, getting online is usually quick. Find where the service comes in, connect your equipment, and bring your devices back onto the network. Most self-installs take well under an hour.

1. Find the jack or outlet where the service enters — often a coax or phone-style jack, or a fiber box on the wall.
2. Plug the provider's modem (or your equipment) into that jack and into power.
3. Connect your router to the modem if they're separate pieces.
4. Wait for the lights to settle to their normal 'ready' state.
5. Reconnect your devices — easy if you kept the same Wi-Fi name.

If you kept your own router and the same network name, most of your gadgets will quietly rejoin within a few minutes. For anything that doesn't, re-entering the Wi-Fi password is almost always all it takes.

> **GOOD TO KNOW**
>
> Smart-home gadgets — a video doorbell, smart plugs, a thermostat — reconnect to Wi-Fi, not to your old address, so they come back on their own once the same network is up. If one sulks, a quick power cycle usually brings it back.

CLOSING OUT

9 Closing Out the Old Address

Finish the job, keep the paperwork.

Moving out does not automatically stop your old internet service — you have to cancel it, or the bills keep coming. If you transferred, this is handled for you; if you cancelled and started fresh elsewhere, make sure the cancellation actually took effect.

- Confirm the exact date the old service ends.
- Make sure any rented equipment is returned and receipted.
- Watch for one final bill, and check it for unexpected charges.
- Keep confirmation numbers, the return receipt, and the final bill together.

The final bill sometimes includes a partial month or a credit, which is normal. What shouldn't be there is a charge for unreturned equipment — and your return receipt is exactly what clears that up if it appears.

> **WATCH OUT**
>
> Don't just let the old account lapse by not paying. An unpaid balance goes to collections and can hurt your credit, even though you've moved. A two-minute cancellation call prevents a mess months later.

COMMON WORRIES

10

Common Worries, Answered

The questions that come up most.

"What if the new place already has internet from the landlord?"

Some apartments include internet in the rent, or already have an active connection. If so, ask the landlord for the network name and password and you may be done — no account to set up at all. Just confirm it's genuinely included and not a service you'd be expected to take over and pay for separately.

"Can I move my service myself, or do I need a technician?"

Increasingly you can self-install with a kit the provider mails you — plug the box into the wall jack and power, wait for the lights, and follow a short activation on an app or web page. A technician is only needed when there's no working jack, when fiber must be run, or when the signal needs tuning. Ask which applies at your new place.

"Will I keep my internet email address if I switch providers?"

If your email is tied to the provider you're leaving — one ending in their name — you may lose it when you cancel. The lasting fix is to use a free, provider-independent email so your address never depends on who your internet company is. If you're switching, set that up and move your important contacts over before you cancel.

“How fast a plan do I actually need at the new place?”

For most homes, a plan in the range that comfortably streams on a few screens at once is plenty; you don't need the fastest tier the provider sells. Moving is a good moment to right-size — don't automatically re-order a bigger plan than you were really using, and don't let an upsell talk you into speed you'll never notice.

> **GOOD TO KNOW**
>
> Keep a copy of your old plan's speed and price in front of you when you set up the new one. It's the easiest way to tell whether a 'great new-customer deal' is actually better than what you had, or just the same thing with a bigger number.

A HAND

11 If You'd Like a Hand

Moved in and online, stress-free.

If a move is coming and you'd rather not juggle the provider calls, the install, and reconnecting everything yourself, this is an easy thing to do together. We can line up the transfer or new service with the right timing, set up your router with your same Wi-Fi name, get the new connection live, bring all your devices and smart gadgets back online, and make sure the old account is closed and the rented box is returned with proof.

It turns one of the more nerve-wracking parts of moving into something already handled, so you arrive to a home that's simply online.

GOOD TO KNOW

The best time to sort internet is before the truck is loaded, not after. A single call two weeks out — even just to make the plan — is the one habit that keeps moving day from including a scramble for Wi-Fi.

CHEAT SHEET

Everyday Cheat Sheet

Keep this page handy. It points you straight to what to do for each task.

I want to...	Do this...
Start in time	Call the provider about two weeks before the move
Pick the path	Transfer if they serve the new place; otherwise cancel and start new
Avoid a gap	Start the new service before the old one ends, with a short overlap
Bring my gear	Pack your own router or mesh and keep the same Wi-Fi name
Return rented gear	Send back the provider's box by the deadline and get a receipt
Get back online	Find the jack, plug in, reconnect devices to the new network
Close the old account	Call to cancel — moving out alone does not stop the service
Keep the proof	Save confirmation numbers, the return receipt, and the final bill
Get help	Call Bill: (330) 200-8042

AT A GLANCE

A Picture to Follow Along

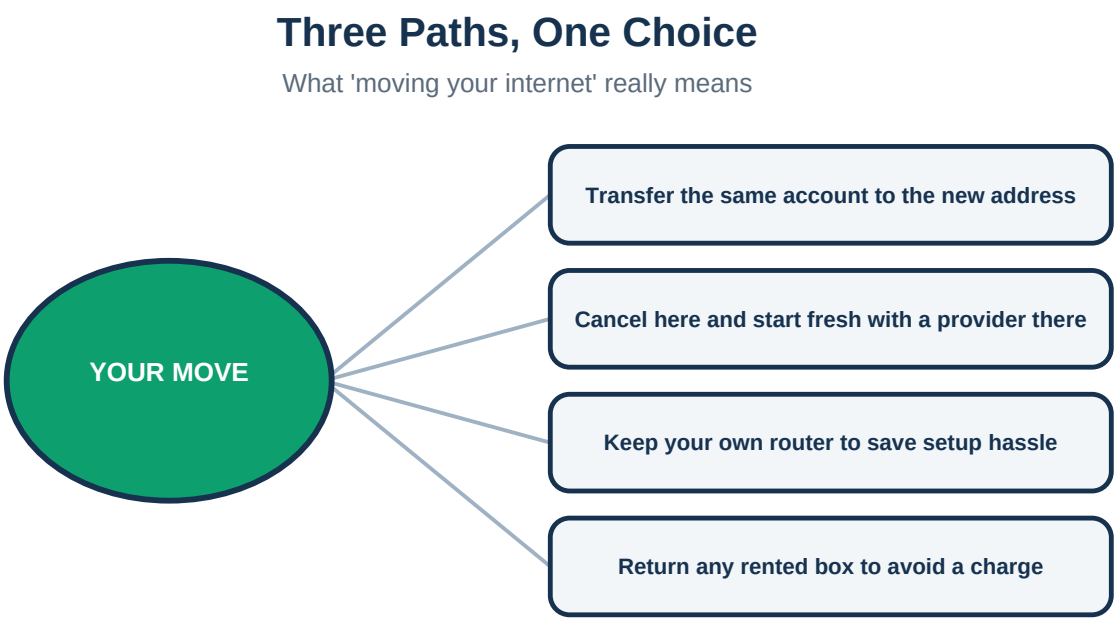


Illustration — a schematic. Set-up screens differ; each takes only a few minutes.

AT A GLANCE

A Second Look

The Right Order

Four moves, two weeks out

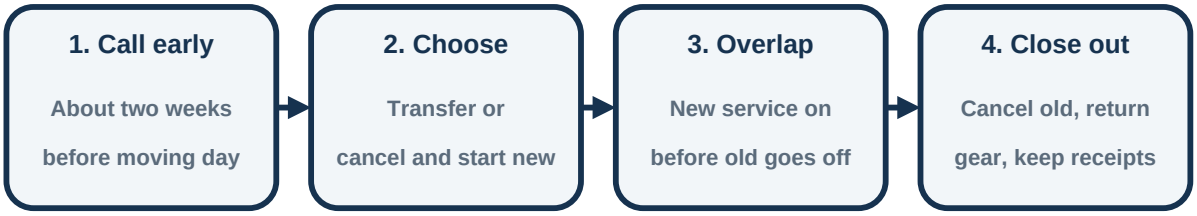


Illustration — a schematic. The order is a suggestion; do one box at a time.

A schematic of the plan — company steps vary; the order does not have to.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.

HOW I CAN HELP

Your Visit — and My Promise

You don't have to remember all of it — just that a friendly, patient person is one call away, whenever you'd rather have a hand.

KEY SPECS

In your home — $99 flat for the first visit, no contracts and no surprises, with a 30-day come-back-free follow-up. In-home visits cover Portage County, Ohio and nearby communities.
Outside the area? Remotely — $49 for a screen-share session (free for Support Plan members, $39/mo), refundable if I can't fix it — and credited toward a visit if you'd rather have me in person. Book either at billshometech.com/book.

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full $99. No questions, no awkwardness. That's how I'd want to be treated.

Whenever you're ready, I'll come to your home anywhere in Portage County, Ohio and nearby communities, at your pace. Too far for a house call? I also help remotely. Book at billshometech.com/book or call (330) 200-8042. — Bill

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