

# Billing

## How do I move my IgLou high-speed Internet to a new address?

Moving your IgLou high-speed Internet service to a new address is easy. It's really just ordering brand-new service, and canceling your old service afterwards.

The process for placing your move order depends on how long your old service has been active.

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### If your existing service has been active for more than 1 year:

If your service has been active for over a year, just give us a call at 502-966-3848 between 9am and 5:30pm EST, Mon-Fri, and one of our representatives will take your move order. Please keep in mind that new installations typically take 7 to 14 days from the date of order.

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### If your existing service has been active for less than 1 year:

If you move to a new address in the first year of service, IgLou will waive any early cancellation fees as long as your existing service has been active for at least 6 months, you qualify for service at the new address, you order and install the same speed or higher at the new address, and there is no lapse in service. This offer is only valid once in any given 12 month period.

To place your move order, please call our order department at 502-966-3848 between 9am and 5:30pm EST, Mon-Fri.

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