Lit

litfibre.com

Welcome

to internet done properly!

Your start-up guide

You're now full-fibre ready!

We've now installed a new fibre-optic line all the way into your home and into a optical network terminal or ONT as we prefer to call it! So you're all set up.

Your new internet is not only ultrafast, it's also up to 5x more reliable than standard fibre.

Whether you're working from home or streaming the latest must-see series, you'll now enjoy consistently ultrafast speed and a future-proof connection!

Want to save money on your bill? Refer a neighbour!
Click here

5x
more reliable than part fibre

18x
faster than the UK's average*

*The UK's average broadband speeds are 50.4Mbps for downloads compared to Lit Fibre's top package average speed of 900Mps. Average speeds taken from Ofcom's 'UK Home Broadband Performance' report Sept 2021.

Welcome to Lit Fibre

The internet you deserve

- ☑ Unlimited data so the fun never ends

- ☑ No mid-contract price hikes

- ☑ Easy upgrades to faster internet

- ☑ A dedicated Customer Support team, 8am-8pm, 7 days a week

- ☑ Speeds of up to 1Gb (perfect for gamers or smart homes with all the latest gadgets)

Welcome to Lit Fibre

Tips and tricks for your new internet

Your Lit Hub

Your engineer has already set up your Lit Hub for you.

We'd recommend you keep it in a central location, somewhere high up where interferences or blockages are less likely.

Avoid putting it in the kitchen or near electronic devices like microwaves, as radio waves can interrupt the signal too.

Your speeds

Marvel over your new ultrafast, full-fibre internet speeds.

Use our Lit Fibre App to get an accurate estimate of the speed of your Lit Hub.

To run a speed test in the app click on 'my network', then 'bandwidth test', then 'run test'. Give it a few moments to run the test and you're good to go!

Connecting your devices

Every device you connect is different, but here are some useful tips.

1. Switch your device's WiFi on.

2. Find your Lit Hub's name in the list of available WiFi options (marked as SSID on your Lit Hub).

3. Enter your password (found on the back of your Lit Hub)

P.S. If you are thinking of changing your WiFi login details, do it before connecting all your devices!

# Be the master of your internet with our app

The **My Lit Fibre App** puts home network management at your fingertips! Test your speed, manage your devices and protect the things that matter most to your household.

- ☑ Accurate speed test any time
- ☑ Easily change your passwords
- ☑ Limit internet access times
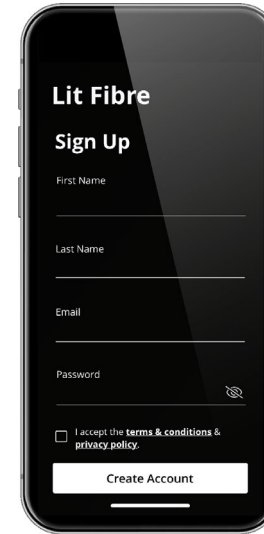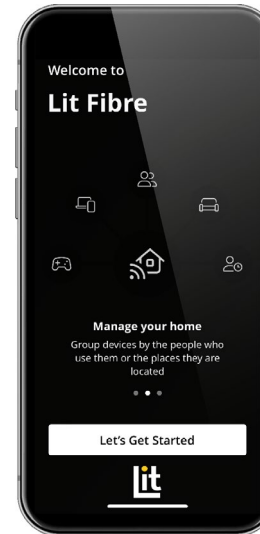- ☑ Manage connected devices
- ☑ Set up a guest network

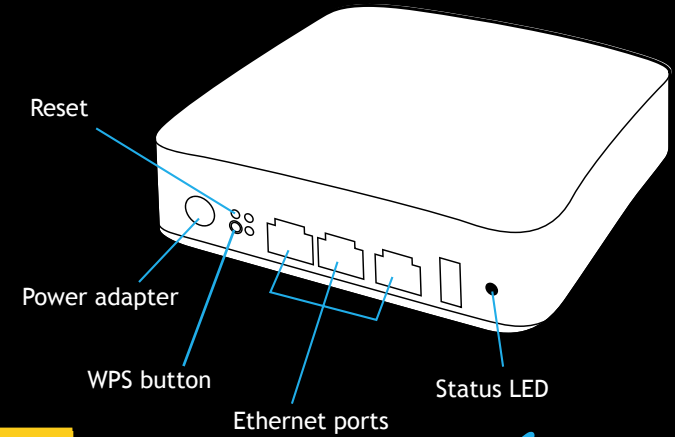**Step 1**
Download
the app
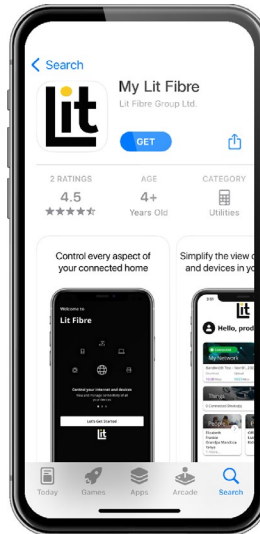
Step 2
Create your
free account

Step 3
Scan QR code on the back of your Lit Hub to link your account

Download on the **App Store**

GET IT ON **Google Play**

Welcome to Lit Fibre

Understand your Lit Hub

Follow this guide to your Lit Hub's lights — this will help you troubleshoot any issues with your Lit Hub. If you need any help give us a call on 0330 460 4610.

Reset

Power adapter

WPS button

Ethernet ports

Status LED

LED status	What it means
None	Your Lit Hub has no power because: • The unit hasn't been turned on • There's no power outlet connected to the unit.
Amber light — slow flash	Your Lit Hub is either in the start-up process or in the middle of an upgrade. Please wait and your connection will be restored. Do not turn the power off.
Red light — rapid flash	The start-up of your Lit Hub failed. Try rebooting your Lit Hub by turning the power off and on again. If you are still having issues, please contact Customer Support.
Red light — slow flash	You currently have no internet service. Try rebooting your Lit Hub by turning it off and on again. If this persists, please contact Customer Support.
Green light — solid	Your Lit Hub has successfully started up and is now connected to the internet.

Frequently asked questions
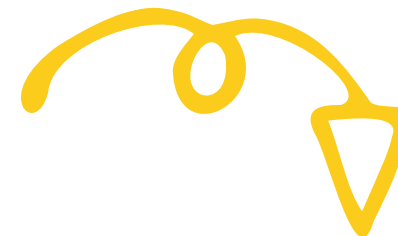
How will I be billed?
You'll receive your bill each month via email and we'll collect your payments through Direct Debit (already set up when you signed up to Lit Fibre). If you have any upfront costs such as installation fees, these will appear on your first bill.

Do you offer a phone line?
We don't offer phone lines at the moment. You can still run a landline from any other provider alongside our services. VoIP (Video over Internet Protocol) services will work on our ultrafast network too.

Do you support IPv6?
Yes.

What's the acceptable usage policy?
We want you to enjoy using your Lit Fibre service. So, as long as you're only using it for residential use, aren't impacting other customers and are not using it for malicious or illegal purposes, that's fine by us. You can read our policy in full here: https://litfibre.com/legal/acceptable-use-policy/

Do you have any data caps?
No. We don't restrict usage.

What if I need more ethernet ports?
You can extend the number of ethernet ports for wired connections by adding a network switch and plugging it directly into the Lit Hub.

How do I upgrade or downgrade?
If your broadband speeds no longer fit your requirements, it's easy to change your service to one of our other packages (subject to a new contract term). Simply give us a call.

Can I change my personal details?
Yes, to update your details please contact Customer Support.

Can I end my contract early?
You can end your contract at any time by giving us 30 days' notice in writing or over the phone. If you decide to terminate before the end of your minimum term, an Early Termination Charge may apply — speak to our Customer Support team.

How do I renew my contract?

We'll be in touch within 30 days of your contract end date with details of how to renew, plus the best offers available to you at that time.

What's your contract term?

Please refer to your order confirmation email.

I'm moving, can I take the service with me?

If you're lucky to be moving to an area where Lit Fibre is available, then of course! Our Customer Support team can help transfer your details over. If you're moving outside of our area then please get in touch so we can discuss your options.

How do I set a static IP address?

Please call Customer Support to add on your static IP. There is a monthly cost of £5.00.

How do I log in to my Lit Hub?

1. Connect to the device either via Wi-Fi or with a cable
2. Open a web browser and, using the address bar, type "192.168.1.1", and press return
3. Enter the login details printed on your Lit Hub
4. If this is your first time logging into your Lit Hub, you'll be asked to update your password.

Can I boost my WiFi connection?

If you are looking to get that extra boost for those hard to reach areas of your home, we offer a Lit WiFi device for £5 per month per device.

What if I change my mind?

If you change your mind after your installation has taken place, you'll be covered by our 14-day cooling off period. Within this period, we won't charge you if you cancel.

How do I use WiFi Protected Setup (WPS) to connect to my devices to my WiFi network?

1. Make sure that your Lit Hub is turned on (the Power LED is lit).
2. If possible, move your WiFi devices that you want to connect to the same room as your Lit Hub.
3. Check the WPS instructions for your WiFi device.
4. Press the (WPS) button on your Lit Hub. WPS activates for two minutes.
5. Within two minutes, on your WiFi device, press its WPS button or follow its instructions for WPS connections.
6. Your WiFi device should connect to your WiFi network automatically.

Need help? We've got your back!

Our dedicated Customer Support team are here to help you enjoy your new internet. We will give you a call a few weeks to check how everything is going.

If you need help don't hesitate to get in contact.
Contact us: litfibre.com/contact-us
Email: support@litfibre.com
Twitter: @litfibre_help

Or just call us on:
0330 460 4610
7 days a week, 8am-8pm

Remember, if you refer a neighbour you get money off!
Click here

litfibre.com