



Guide to Residential Charges and Fees

June 2021



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Overview

This guide outlines our standard charges and fees for residential customers. Please note that any promotional pricing or special offers are not included in this document.

If you have any questions regarding our pricing, please get in touch. You can find our contact details at the end of this guide.

All prices are inclusive of VAT.



Our packages

Package Name	Download Speed	Upload Speed	Monthly Fee
Lit 100	100Mb	100Mb	£30
Lit 500	500Mb	500Mb	£45
Lit 1000	1000Mb (1Gb)	1000Mb (1Gb)	£65

Installation Fees & Activation Charges

Installation Type	Definition	One-off Fee
Standard Home Installation	An installation that can be completed within 4 working hours	£100
Non-Standard Home Installation	Bespoke installation	POA, subject to survey
Activation Charge	Cost of activating you to the service	£0

Cancellation & Termination Fees

Type	Fees
Cancellation	If you cancel your order before the service is live or within your 14-day cooling off period, we will charge a cancellation fee. The amount will be determined by any costs incurred by us e.g. installation fee and use of service
Termination during your commitment period	If you terminate your service, during your commitment period, you will be liable for any remaining months of the term of your contract minus VAT. So, if you had three months remaining, and were paying £65 a month, you'd pay £162.50 (3 x £65 less VAT at 20%)
Termination outside of your commitment period	You will not be liable for any termination fees, if you're outside of your commitment period



Other Fees

Type	Fees
Payment Failure Fee	£5 will be charged each time a direct debit fails for any reason
Re-activation Fee	£10 will be charge to reactivate your account following suspension or termination for non-payment
Router Replacement Fee	£80 for a new router
Non-returned Router Fee	£80 for a router than has not been returned to us, when requested
Static IP address	£5 a month

Our contact details

If you would like to get in touch with Lit Fibre, you can contact us via any of the following methods:

Email: support@litfibre.com

Phone: 0330 460 4610

Twitter: twitter.com/litfibre_help

Facebook: facebook.com/LitFibreBroadband

Web Chat: litfibre.com

Post: Lit Fibre, 9 Greyfriars Road, Reading, Berkshire, RG1 1NU.

Please note that Customer Support is available 8am - 8pm, 7 days a week (including Bank Holidays).