



Guide to Residential Charges and Fees

October 2023



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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
Engineer Fee	To relocate equipment or to repair a fault	£40
Engineer Cancellation Fee	Cancellation of any engineer visit including your installation with less than 24 hours' notice	£40
Activation Fee	Cost of activating you to the service	£0

Cancellation & Termination Fees

Type	Fees
Cancellation charge before the service is live or within your 14-day cooling off period.	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 (Early termination charge)	If you terminate your service, during your commitment period, you will be liable for any remaining months of the term. So, if you had three months remaining, and were paying £65 a month, you'd pay £195 (3 x £65)
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
Lit WiFi (mesh device)	£5 a month
Payment Failure Fee	£10 will be charged if we are unable to collect your monthly payment via direct debit
Lit Hub/Lit WiFi Replacement Fee	£80 for a new router
Non-returned Lit Hub Fee	£80 for a router than has not been returned to us, when requested
Non-returned Lit WiFi device Fee	£80 for a device that 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).