We wanted to know what people like you think about their internet to help us build the best service for our customers. We asked over 2000 people via an online survey and fieldwork (17-20 December 2022). Find out more about our work and see how we're eating problems like these for breakfast

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93% of people told us that 'good internet' is

to the running of their lives every day.





Does your internet

add up?

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fast internet

73% know that full-fibre broadband is faster than regular broadband, 13% think is more reliable,11% have no idea either way.

SOURCE:Litfibre.co.uk

Only about half of people (51%) think they're getting the speed they were promised, 21% don't think they are and 28% said they don't know.

it's doing My nead In

One in 10 (10%) are constantly frustrated with their internet, 25% at least a few times a week and 17% few times a month.

The most common annoyances





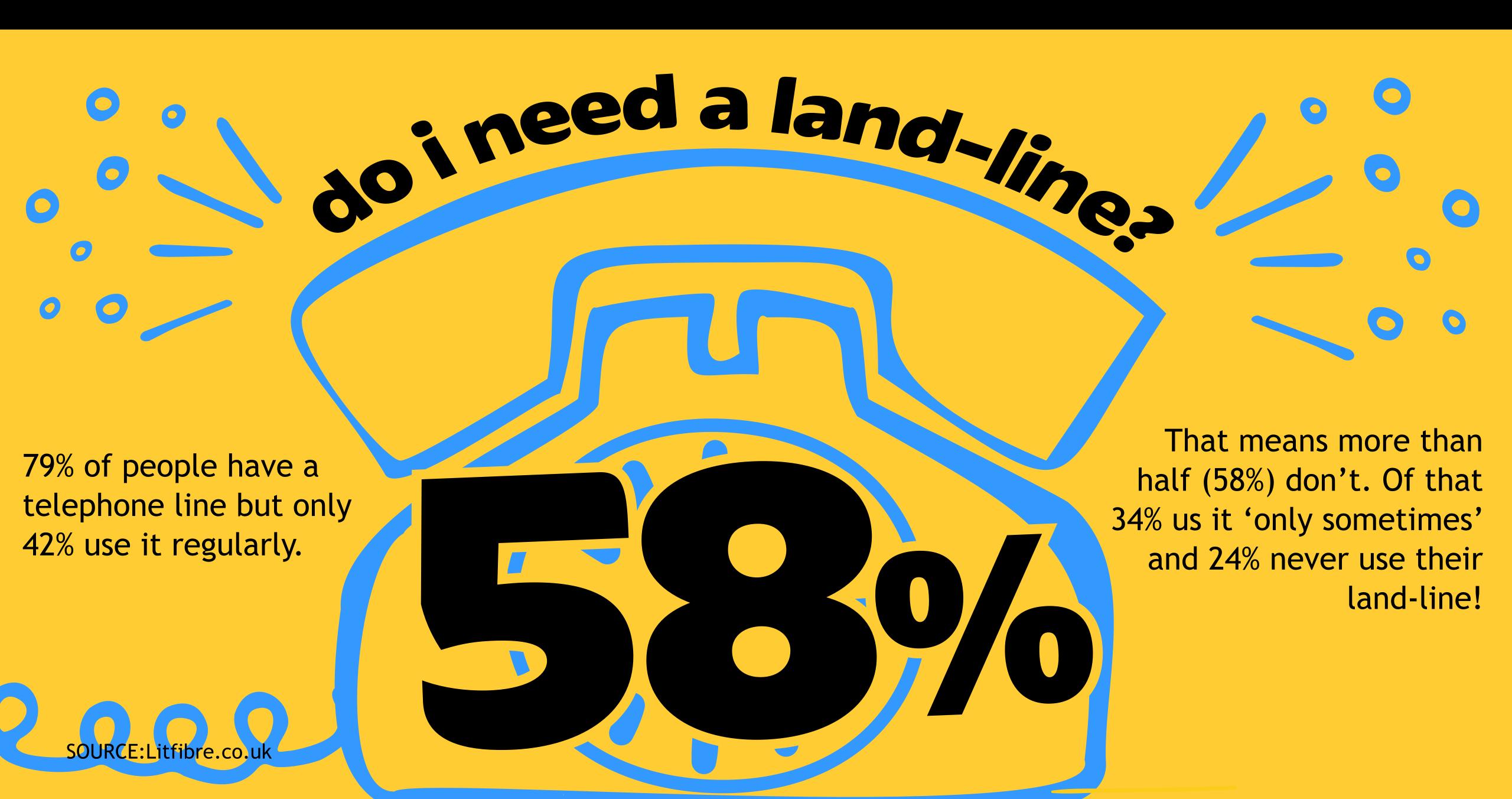








You have the most problems with streaming TV, catch-up and movies (42%), working from home (36%), connecting with family and friends via the video messaging (34%) and using social media (25%). SOURCE:Litfibre.co.uk



On average, people have around 7 devices connected to their internet at any time

Will you please just help me!

People don't get the help they need fast having to wait on average 19 minutes on hold, with 12% waiting for 30 minutes or more.

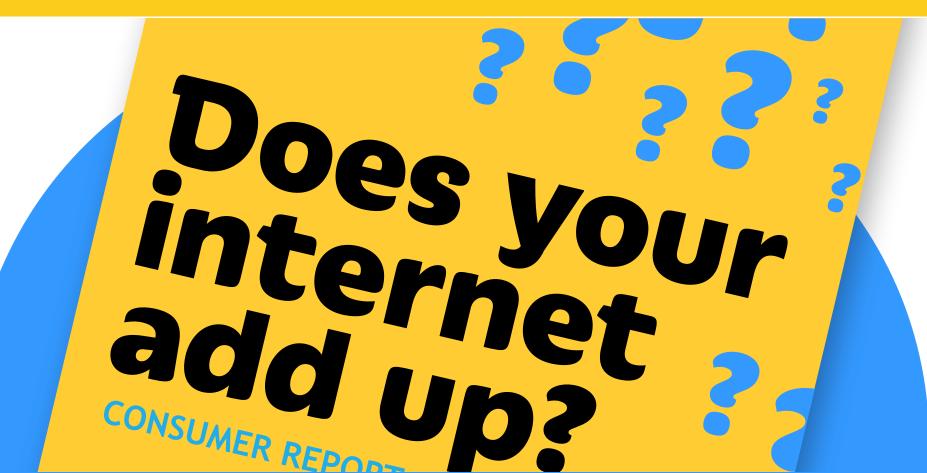


SOURCE:Litfibre.co.uk

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Read the full report and find out how you can get the internet you deserve on our website.



Internet done Properly