



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

litfibre.com

Does your internet add up?

CONSUMER REPORT



Full-fibre = 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

"I'm not getting the right speed"

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.

49%



1 in 10!

"it's doing my head 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.

SOURCE: Litfibre.co.uk

The most common annoyances



TV



work



family



social

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

do i need a land-line?

79% of people have a telephone line but only 42% use it regularly.

58%

That means more than half (58%) don't. Of that 34% us it 'only sometimes' and 24% never use their land-line!

SOURCE: Litfibre.co.uk



"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.

30 min

SOURCE: Litfibre.co.uk



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



Internet done Properly