



Lit Fibre Business Account: Access & Permissions Guide

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Overview

To ensure Lit Fibre processes data of business contacts in a way that ensures your business security, ensuring transparency and accountability across all departments handling customer data.

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

At Lit Fibre, your business account can have multiple contacts, each with specific roles and responsibilities. These roles can be added at various stages of the order process, ensuring the right individuals have access to relevant account details and functions.

Role	Description	Permissions overview
Primary	Main representative for the account. Usually the person who signs the contract and is responsible for operations.	Full authority: request changes, approve upgrades, request data, escalate issues, change other roles. Must be able to make decisions regarding routing of connections and be able to sign off on installations and site visits.
Billing Contact	Handles invoice receipt, billing disputes, and payment processes.	View invoices, raise billing queries, update billing contact details
Legal Contact	Point of contact for contract and compliance matters.	Access to contract terms, request copies, initiate legal reviews
Authorised User	Additional named individuals with limited access to support services.	View account details, submit support queries, raise tickets, request support, coordinate engineer access. no authority to change core account data

Adding and Managing Contacts

- Adding Roles During the Order Journey:
 - The Primary Contact can specify the Billing Contact and Legal Contact as part of the order process.
 - These roles can also be updated later if necessary.
- Adding Roles After the Order:
 - The Primary Contact can get in touch with our Business Support Team or Account Manager to make changes.
- Adding Authorised Users:
 - Authorised Users can only be added after the order is completed.
 - To add an Authorised User, the Primary Contact must contact our Business Support Team or Account Manager.



Required Information to Add Contacts

For any role added to the account (Primary, Billing, Legal, or Authorised Users), we will need the following details for each contact:

- Full Name
- Email Address
- Phone Number
- Date of Birth
- Job Title



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: businessSupport@Litfibre.com

Phone: 0330 236 9133

Twitter: twitter.com/litfibre_help

Facebook: facebook.com/LitFibreBroadband

Web Chat: litfibre.com

Post: Lit Fibre, 400 Thames Valley Park Drive, Reading, England, RG6 1PT

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