



# FibreLife

## FAQ's ??



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## 1 What is FibreLite broadband?

FibreLite is a full fibre (FTTP) broadband service built for small and medium-sized businesses. It delivers symmetrical upload and download speeds, business-grade reliability, and a low 8:1 contention ratio—all at competitive rates.

- Perfect for SMEs needing fast, reliable business internet without the enterprise price tag.

## 3 How long is the FibreLite contract?

FibreLite comes with a simple 24-month contract, no hidden charges or surprises. Just reliable, fast internet aligned with your growth plans.

- Fixed pricing. Clear terms. Zero confusion.

## 5 How long does installation take?

Typical installation time is up to 40 working days. If your premises are already fibre-ready, setup can be much faster.

- Our team will confirm availability and keep you updated every step of the way.

## 7 Is technical support included?

Yes. Every FibreLite plan comes with unlimited UK-based technical support from trained business broadband specialists.

- Whether it's setup or troubleshooting, we've got your back.

## 8 What happens if there's a technical issue?

Absolutely. FibreLite is designed to scale. You can increase your bandwidth anytime, just contact your account manager.

- As your business grows, FibreLite grows with you.

## 2 What broadband speeds are available?

We offer three FibreLite speed tiers to suit your business needs:

- 100 Mbps
- 500 Mbps
- 1 Gbps

All plans include guaranteed uptime, low latency, and performance that supports cloud applications, VoIP, and remote collaboration.

- Need help choosing a speed? Our team can advise based on your usage.

## 4 Does FibreLite include a static IP address?

Yes. Every FibreLite connection comes with a static IP address, ideal for:

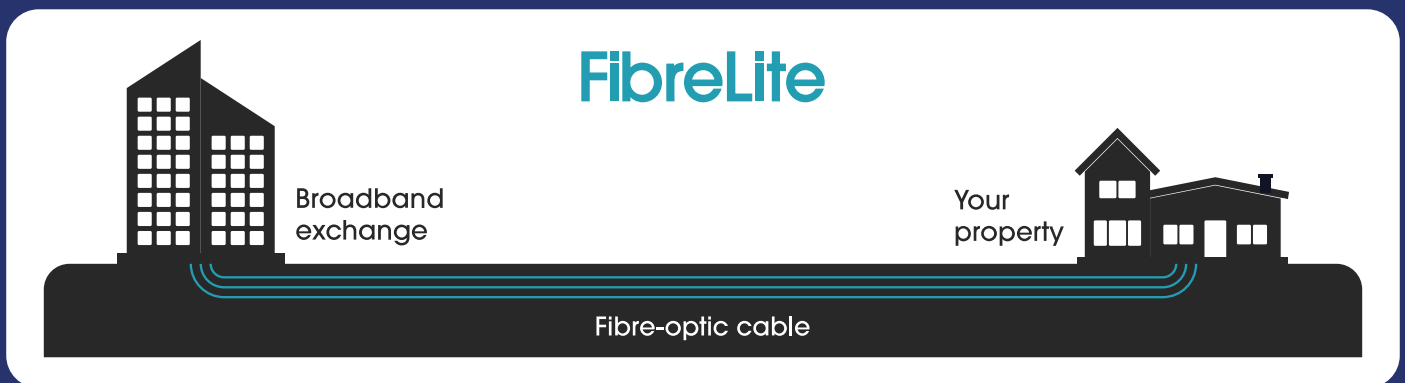
- Secure VPNs
- Remote desktop access
- Hosting servers or websites

## 6 What happens if there's a technical issue?

We offer a 24-hour fix SLA and proactive network monitoring. Our UK-based support team is on hand 24/7 to catch issues early and keep your business running smoothly.

- Real people. Fast fixes. Minimal downtime.

# Ready to bring FibreLite to your Clients?



**Let's talk about how we can boost businesses with better broadband.**