

Hooray!

You're on your way
to better broadband!

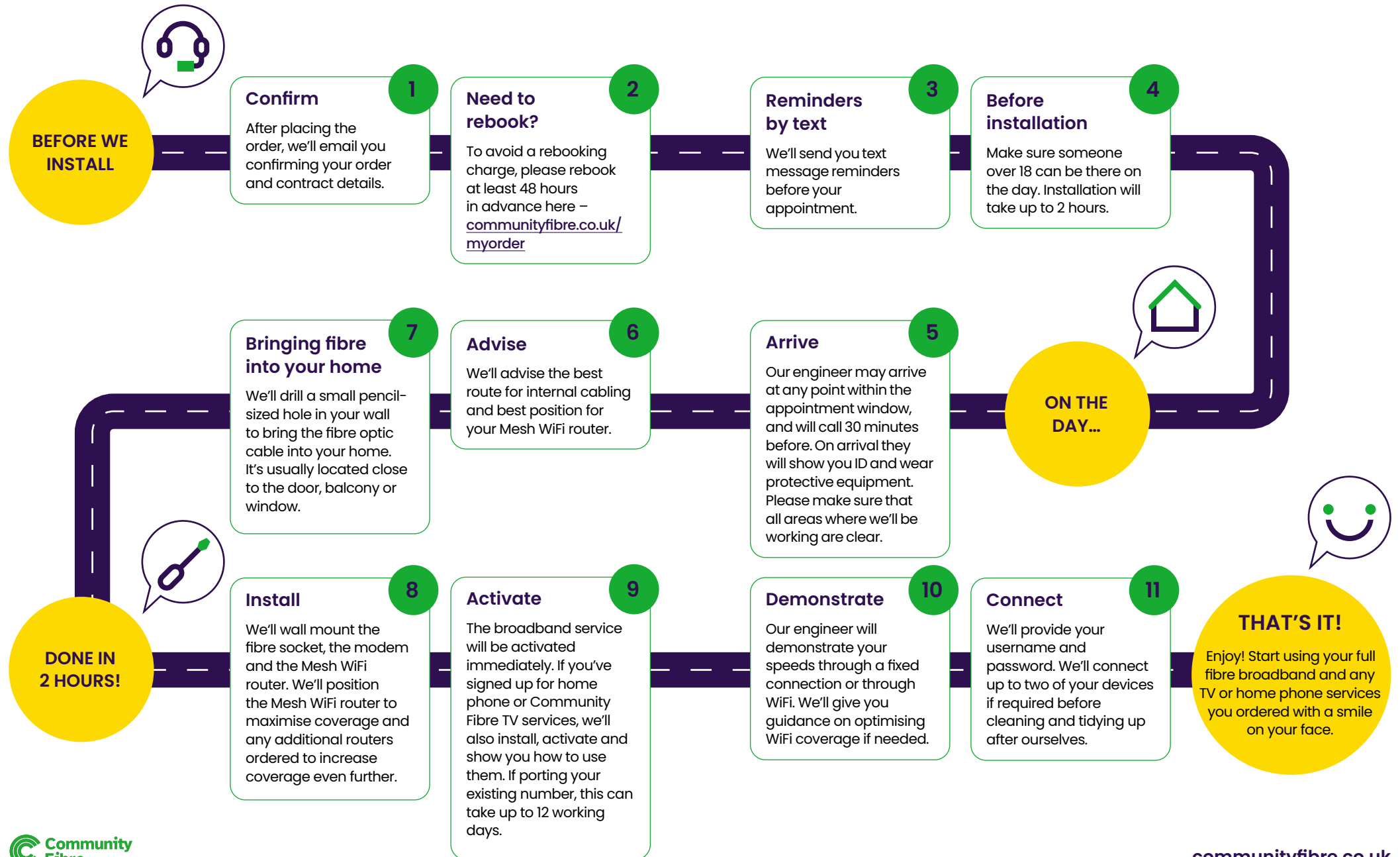
Handy information you should
read before we install your
new broadband service.

We're
rated
'Excellent'

★ Trustpilot



Your journey to better broadband...



Here's the science bit!

At Community Fibre we like to be **straight with our customers**. Sure we've got the fastest 100% full fibre broadband you can find in London, but like all providers the actual speed you get depends on lots of things.

We advertise speeds you can expect to get on a suitable device using a wired connection to the router. Connect more devices and that speed is shared between them. Using WiFi will always be slower than a wired connection.

Find out more at communityfibre.co.uk

More speed means more devices can connect at the same time without compromising quality.

1 Gbps is more than 13x faster than 75 Mbps, and therefore has much more speed to share across multiple users.



Mesh WiFi for seamless WiFi coverage

Many providers offer WiFi extenders to boost a poor WiFi signal. Unfortunately these devices chew up bandwidth and therefore speed. Plus you have to manually switch between them every time you move around your home, which isn't very helpful!

Our **Mesh WiFi routers** let you interlink two or more routers that work seamlessly to improve the WiFi performance and coverage throughout your home. You have **one network, one password**, and your devices **switch seamlessly** from one to the other as you move to give you the best possible WiFi at all times.

Our WiFi 6 routers automatically select and transmit on two frequencies to maximise performance. The 2.4 Ghz channel gives broader coverage with a maximum theoretical speed of 300 Mbps, though most people will see



an average of up to 100 Mbps. The 5 Ghz frequency doesn't travel as far through walls etc. but offers higher speeds, up to a theoretical 850 Mbps, though most people will see averages up to 500 Mbps. Dual-band routers have one 2.4 Ghz and one 5 Ghz band. Your speeds will be dependent on the package you selected.

“How do I make the most of my new broadband?”

For top speeds use an Ethernet cable to connect devices such as games consoles, TVs and computers to the router.

The added convenience of WiFi means most people are happy with slightly lower speeds, especially for smaller screens like streaming to an iPad or browsing social media on your smartphone.

“Will my WiFi signal be good?”

WiFi coverage and performance depends on lots of factors such as distance from the router, the age of the device, how thick your walls are, interference from other electrical devices and which WiFi channel you're on.

“My WiFi has stopped working”

A quick reboot of your router solves many issues. And you can get in touch with our friendly customer service team 365 days a year, and we offer a call back service in over 20 languages.

communityfibre.co.uk
0800 082 0770

Monday to Friday, 8am-9pm,
weekends and bank holidays, 9am-7pm



Claims: For all claims made, please
see communityfibre.co.uk/claims

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