Products and Services Guide

Broadband – Full Fibre Products

We offer Full Fibre broadband and Wi-Fi 6 technology powered by Amazon's eero – the perfect pair for home coverage everywhere you need it.

Product Bandwidth Profiles

Fibrus Product Name	Advertised download	Advertised upload
Full Fibre Essential	50Mbps	20Mbps
Full Fibre 150	150Mbps	30Mbps
Full Fibre 300*	300Mbps	100Mbps
Full Fibre 500	500Mbps	100Mbps
Full Fibre 1000	1000Mbps	300Mbps
Full Fibre 2000*	2000Mbps	300Mbps

We deliver Full Fibre directly to your premises, and with our eero router and speeds ranging from 150Mb to 2Gb, you'll say goodbye to buffering and hello to seamless streaming throughout your home. Connect up to 75 devices and enjoy fibrefast speeds without any interruptions.

For full details of the latest average, minimum, maximum and normally available upload and download bandwidths, based on network data, please refer to the Fibrus speed line policy.

**Full Fibre 300 and Full Fibre 2000 with Total Home Wi-Fi products are available in select areas only.*

Full Fibre Essential

Amid rising living costs, Fibrus are happy to offer social tariffs to help customers on low incomes. Social tariffs are cheaper broadband packages for people claiming Universal Credit, Pension Credit and some other benefits. The Fibrus Social Tariff is Full Fibre Essential. It is delivered in the same way as other broadband packages, at a lower price.

Full Fibre Essential is available to those who are in receipt of certain social benefit payments. The eligible benefits include:

- Income-based Employment Support Allowance (I-ESA)
- Income-based Jobseeker's Allowance (I-JSA)
- Income Support (IS)
- Pension Credit (PC)
- Universal Credit (UC)

Full Fibre Essential has a 12-month term. Fibrus will not charge early termination fees if a customer needs to terminate their Full Fibre Essential service during the 12-month contract.

After 12 months you will default to the out of contract price. **Fibrus will notify you in advance of your contract term ending.** Fibrus will re-confirm your eligibility when you are renewing your contract with us.

Eligibility is determined by the U.K. Department of Work and Pensions, who define what benefits confer eligibility. The eligibility is currently based on the benefits set out above.

If you have any question on your eligibility, please contact the U.K. Department of Work and Pensions. Fibrus will not receive any data about the type of benefit support you are receiving, only confirmation from the Department for Work & Pensions on whether you are eligible for our social tariff.

- Full Fibre Essential comes with one eero 6+ router.

Full Fibre 100 to 2000 Products

Subject to local availability. The latest offers for the product are listed on Fibrus.com and the contracted price for your service is detailed in your welcome email. Unless otherwise stated, the contract is for 18 or 24 months and prices will not change during your minimum term contract period. Refer to full terms and conditions. A 12-month contract is available, please refer to Fibrus.com for further details.

- Full Fibre 100 comes with one eero 6+ router.
- Full Fibre 100 comes with one eero 6+ router.
- Full Fibre 300 comes with one eero 6+ router.
- Full Fibre 500 comes with two eero 6+ routers.
- Full Fibre 1000 comes with two eero 7 routers.
- Full Fibre 2000 comes with two eero 7 routers.

Total Home Wi-Fi Guarantee for Full Fibre 500 products and above

What is the Total Home Wi-Fi guarantee?

- At least 10Mbps download speed in every eligible room - see qualification criteria below.
- Troubleshooting and support from Fibrus to optimize router placement and speed.
- One additional Amazon eero router will be provided at no additional cost (same router as per the Full Fibre broadband package purchased), if needed.
- An engineer visit, if required after receiving an additional router, to optimize the customer's service.
- If 10Mbps still cannot be achieved in every eligible room, then provided the customer has followed any reasonable instructions given by Fibrus, the customer may cancel the contract within 30 days after the engineer's visit, and without attracting any early contract termination fees.
- However, the customer must still pay for (i) any broadband services provided up to the point of cancellation; and (ii) any non-standard installation works.

What are the qualifying criteria for the Total Home W-Fi guarantee?

- Up to 5 bedrooms.
- Up to 3 reception rooms.
- No basements, cellars or below street level rooms.
- Main dwelling house only, no outbuildings, sheds, or garden rooms.
- Any structural changes or extensions to the home after the broadband package is purchased are not covered.

- Total property area not to exceed 3000 square feet.
- Customer must agree to technical home visit from a Fibrus engineer if required to optimise your Wi-Fi service.
- Any additional reasonable criteria or requirements stipulated by Fibrus from time to time.

Mobile App - eero

Wi-Fi controls made easy. For convenience and control, manage your Fibrus Full Fibre broadband via the eero mobile app. https://fibrus.com/help-eero/broadband/broadband-powered-by-amazon-eero/ for full details on how to download and use the eero Mobile App.

The following features are available directly on your smartphone.

- User profiles
- Guest network
- Parental controls – Wi-Fi pauses
- Parental controls – content filters and add blocking

Fibrus Full Fibre – eero routers

Router: eero 6+

- The eero 6+ has the following technical specifications
- Supports speeds up to a gigabit
- Wi-Fi coverage up to 1,500 sq. ft.
- Dual-band 2.4 GHz and 5 GHz
- Supports 75+ connected devices
- Two 1Gb ethernet ports
- MU-MIMO: Allowing multiple devices to communicate to your router simultaneously

Eero 6+ front and rear pictures



Router: eero 7

The eero 7 has the following technical specifications

- Supports network speeds up to 2.3 Gbps, up to 1.8 Gbps on wireless devices
- Coverage up to 2,000 sq. ft. per a device
- Dual-band 2.4 GHz and 5 GHz
- Supports 120+ connected devices

- 2 Ethernet ports (two 2.5Gb port)
- MU-MIMO: Allowing multiple devices to communicate to your router simultaneously

Eero 7 front and rear pictures



Fibrus Talk

Fibrus Talk is a Voice over Internet Protocol (VoIP) phone service that allows you to make phone calls through your broadband internet connection instead of a regular landline or a mobile network. It offers the same core service that a regular phone does, e.g., the ability to make, receive and manage telephone calls. Fibrus Talk includes unlimited anytime calls to UK and Ireland fixed line and mobile numbers.

My phone number

We can also transfer your existing number to our service free of charge. Please contact our Customer Services team on 028 9099 3230 for more information. If you wish to retain your current phone number from your previous provider, please make sure your phone line is active during the switching process and that the details provided to Fibrus match the details with your previous provider (same name, address, postcode). Number porting takes between 7 and 12 working days from when your broadband has been installed.

Please do not cancel your previous provider's service until we have confirmed your number has been transferred. You may be sent a Letter of Authority (LOA), which should be electronically returned and signed. This grants us permission to switch your telephone number to Fibrus.

If you have a static IP and are using your own router, you will need to use a dedicated VoIP phone. We recommend a YEALINK W60P Cordless Phone.

My telephone handset

Most modern handsets will work with our Fibrus Talk (VoIP) phone service. When you order Fibrus Talk you will receive an Analogue Telephone Adapter (ATA). This is a small black box with the word Grand stream on its front. This connects to your phone handset and the eero router. Full details for how to connect the ATA are available here: https://fibrus.com/help-eero/fibrus-talk/.

Fibrus Talk – ATA Grandstream

Grandstream HT801 - front and rear pictures





Fibrus Talk – emergency

As Fibrus Talk is delivered over fibre optic cable, the service is currently not compatible with alarm system that are based on copper technology.

Fibrus Talk won't work if there is a power cut. For VoIP to work there must be a working internet connection on the router. Therefore, in the event of a power cut, your phone line will not work, so if this happens, we recommend you use a mobile phone. If you live in a mobile blackspot Fibrus will assist you with and alternative battery back-up solution. For further details please refer to our vulnerable customer policy.

Please note, Fibrus can also set up an emergency call divert in the event of a power cut. Contact our Customer Services team on 028 9099 3230 to arrange which number you would like your calls to be diverted to.

Fibrus TV

Fibrus TV is our television service, delivered over your Fibrus broadband connection. Using our Fibrus TV puck, you will get access to a wide range of free streaming channels, popular streaming and entertainment apps, broadcast services and gaming content.

The Fibrus TV puck is a small, compact device, connecting to your television through an HDMI connection. To power the device on and connect to your TV, you will need to insert the puck's power adapter into a power socket and plug the provided HDMI cord into a corresponding slot on your TV.



You will receive a voice-enabled remote control to navigate your system and a wireless gaming controller to play any of the over 300 games included.



The service functions on an Android TV operating system and software updates will occur automatically to ensure the device is secure and performing optimally. The device is compatible with a wide range of televisions modern television, including 4K and HD. You can find out more information about Fibrus TV's compatibility specifications [here].

As Fibrus TV is delivered over your broadband connection, service availability depends on the status of your internet connection and the continued availability of content and applications provided by third parties. Availability of particular channels, content and applications may change from time to time.