

Mission statement

Five is here to simplify your internet experience!

With five we try to deliver internet simple and efficient to those who desire just an internet broadband and nothing more. Super fast and super reliable fibre/copper broadband with no limits, no restrictions and no worries. We try to offer this at the most competitive prices. We do not bloat our packages with free or not so free options that no one needs like another cloud storage, a free domain name or yet another e-mail address.

It couldn't be easier to switch to Five, so what are you waiting for? We'll take care of the entire thing! All you have to do is place your order with us. From then on, we'll do the rest. So just sit back, and look forward to the day your new connection goes live. Place your order now – you don't even need to speak to a member of our team!

Our ordering and support process is build on our own developed [SMS bot](#). We believe that you do not need phone support to get our internet up and running as it is really plug and play. Through our [SMS commands](#) you can check the status and values of your line. This is really all you need to make sure your internet is up and running. Should anything go wrong, just send us an e-mail to support@five.lu with all your details, problem description and phone number and we will reach you.

Phone support

Phone support it's an expensive and rarely used service, so why pay for it? Online support helps us keep detailed records about our client's issue(s) in one place. Nothing is lost in translation between advisors or if we need to escalate an issue to technicians. Most of the problems clients have are not linked to the internet connection. We perfectly optimised our debugging and fault repair process so that if anything is wrong on your line we fix it; just follow the guidelines on our [support page](#) and the problems will be solved very fast.

Technology and backbone

Five.lu is a product of [MIXvoip S.a.](#). MIXvoip sells successful telephony and internet to businesses since 2008. Our efforts have been rewarded with the devotion and loyalty of well known Luxembourgish companies trusting us since the beginning. The Five.lu internet products are based on the backbone of [Post Technologies](#). Post Technologies proposes a wholesale offer for internet providers which is then validated by the [national regulation body](#). Like Post Telecom (mostly known as Post) and most other operators we signed that wholesale offer in order to build our own internet products and services at a competitive price. We use exactly the same backbone and cabling infrastructure as most of our well known competitors.

From:

<https://www.five.lu/> - **Five.lu [Beta]**

Permanent link:

<https://www.five.lu/mission>

Last update: **2017/04/19 20:13**