



Important Notification – Price Changes to your V4 Consumer Account

Dear Customer

Price Changes aren't a welcome thing, I understand and acknowledge that, I truly do, but we seek your support when enabling some price changes to your account effective 1st May 2026. This is to ensure continued levels of support & adherence to customer satisfaction is maintained, if not improved upon.

At V4, we have been absorbing significant increases in supplier & network costs over the last 14 Months, without passing on any of those to our customers, however as we continue to see costs increases, we hereby notify you of the below increases you will see to your account effective 1st May 2026.

a) If you use a phone & broadband service from V4, you will see an increase of £2.95 to your monthly fixed rentals.

Q - When do the changes come into effect?

A - The price changes will come into effect from the 1st of May 2026

b) If you use a broadband only service from V4 (Example – SOGEA, Full Fibre), you will see an increase of £2.95 to your monthly fixed rentals.

Q - When do the changes come into effect?

A - The price changes will come into effect from the 1st of May 2026

c) If you use a landline only service from V4, you will see an increase of £2.95 to your landline rentals.

Q - When do the changes come into effect?

A - The price changes will come into effect from the 1st of May 2026



Broadband



Mobiles



Cloud Voice



Security

d) If you use a Mobile (SIM-Only) service from V4, you will see an increase of £2.95 to your mobile rentals.

Q - When do the changes come into effect?

A - The price changes will come into effect from the 1st of May 2026

e) If you use a cloud phone line from V4, you will see an increase of £2.95 on your cloud phone line rentals.

Q - When do the changes come into effect?

A - The price changes will come into effect from the 1st of May 2026

We understand that price increases may be difficult, so please use the below options to contact us, let's talk through this, and we will always be on standby to aid towards a resolution to your queries.

Billing Enquiries : billing@v4consumer.co.uk

Account Management Desk : am@v4consumer.co.uk

Live Chat via web : www.v4consumer.co.uk