



Important Change Release: Router Assurance A Comprehensive guide – July-23

Hello,

As part of our ongoing efforts to safeguard you from ever-increasing costs of supply of services and hardware to run broadband, we have introduced, after much demand and requests, a path-breaking assurance service – “Router-Assurance”.

Router-Assurance by its definition acts like an insurance cover you would take out to safeguard yourself from unexpected costs.

As our industry sees a massive shift leading to 2025, PSTN-Switch-Off, more about it can be ready here (<https://www.openreach.com/upgrading-the-UK-to-digital-phone-lines>), items such as the router used to run your wifi connection is going to become expensive to replace, this would cost upwards of £99 for a standard broadband router, and upwards of £159 for a Fibre compatible router as part of our Recommended Retail Price Guide.

Router assurance provides our customers with the deep sense of peace, that if and when they would need to replace their router, they would not need to be out of pocket, in fact when paying router assurance for a full 12 Month term, it costs our customers, only £30.60, which saves them circa £69 against a standard router, and circa £129 against a Fibre Compatible Router. Router assurance has been developed over the last quarter by our commerce & tech team because of many requests from our customers, as they would see similar assurance covers with other suppliers. We could have introduced this sooner, but we took our time, because we wanted to get it right, we see the average costs of such covers being £3.99 - £5.99 as industry standards, but we realized, that we could bring it down to a further reduced rate, so that it puts more money back into the pocket of our customers. V4 Consumer has always striven to be a “Customer First” supplier, and we continue to operate with this ethos.



Please also be advised that taking out this assurance cover, will be subjected to our terms of business available at <https://www.v4consumer.co.uk/terms-of-business> for a read and can also be downloaded and kept a copy of.

This service, which is chargeable, operates to provide a free replacement router in the event of a router fault or failure. These terms aim to outline the limitations of this service.

1. This service operates on a per connection basis.
2. A maximum of 1 replacement router will be supplied within any 12-month period.
3. Routers are configured remotely, if a site visit is required it will be chargeable.
4. Should the original make and model not be available we will supply a similar specification.
5. Routers damaged by a user are not covered.
6. Our programming includes only basic configuration. Any complex configuration carried out by V4 will be chargeable.
7. Outages caused by a software upgrade are not included assuming the existing router resumes normal service.

Cost of the Service:-

The charge for this service is £2.55 per broadband connection per month.