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Retail Price Index - Notification – April – 2023

Dear Valued Customer,

I trust you're well. The Office of National Statistics has recently published the latest UK inflation figures on 22nd of March, 2023, which sees the Retail Price Index (RPI) reach 13.8%! Each April, we'll adjust the monthly order value items you pay for your services with V4 Telecom, and these prices increase in line with Retail Price Index (RPI) rate of inflation plus 3.9%. The RPI rate that we use is usually announced in March each year and we will adjust your bill by stated amounts from end of March 2023, plus an additional 3.9% due to increasing costs to supply & related inflating costs our side. This change will only apply once a year. **Here's everything you need to know.**

So what prices are increasing?

The monthly price for broadband, line rental, call plans, call charges and mobile services will increase post 31st March 2023 as the following: RPI rate of inflation as 13.8% plus 3.9% in line with the Retail Price Index (RPI) rate published by the Office for National Statistics in March 2023 earlier this year, see above.

Product or Service Type	RPI Increase
Maintenance & Support Cover Managed Services	20%
Servers, Domains & Hosting	17%
Fixed Call Set Up Charge. Per Call	£0.02
NGCS Access Charge (Per Minute)	£0.20
Calls to Local, National and Mobile outside bundles & Other calls (Per Minute)	£0.02
Other Services Types	17%

What's RPI

The Retail Price Index (RPI) rate is a figure released by the Office for National Statistics. In the UK, the RPI index covers only private households but excludes the top 4% of households by income and pensioner households who receive at least three-quarters of their income from benefits.

How will you calculate my price increases?

We'll take the RPI percentage rate as published by the Office for National Statistics in March of this year which is 13.8% plus 3.9% owing to our increasing costs to supply, & due to the direct cost increases imposed on us by our network wholesalers. So, the total rate we'll apply is 17.7%.

ABI Business Services Ltd trading as V4 Telecom

| Registration Number 2294494 | Company Registered in England | Company Number 8865269 | VAT Number 182508112 |

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Can I cancel my contract and leave without penalty because of these changes?

As we're only putting up the price of broadband, line rental, call plans and call charges in line with the RPI plus 3.9% as stipulated clearly so across all our orders as at <https://www.v4telecom.co.uk/terms-of-business>, so if you choose to cancel, you'll still need to pay any early termination charge if you're still within your minimum term. This is because the amount we can increase your price by is fixed to any increase in RPI announced around March each year, plus the 3.9% and we'll also have made the price increase clear when you signed up and you'll have agreed to it as in our terms and conditions as at <https://www.v4telecom.co.uk/terms-of-business>. These charges are not applicable to customers/businesses that entered into a contract starting 1st of January, 2023 to 31st of March 2023.

Can I renew or upgrade my broadband package or choose upgraded services?

Yes. You don't need to wait until your contract ends, you can change or upgrade your broadband package or upgraded services from our range of products & services under Telecoms | Managed IT | & Security. I would also like to take this opportunity to assure you of our continued support on **TELECOMS | MANAGED IT | & SECURITY** products. **Any questions?** Of course, We are always here to help your Business, so if you happen to have any questions about any of the above, you can call us Monday to Friday 8.30 am to 5.30pm & Saturdays 8.30 am to 1.30pm as per usual!

Billing help :- billing@v4telecom.co.uk
Account Management Desk :- am@v4telecom.co.uk
Live Chat via web :- www.v4telecom.co.uk
Customer Support :- **03301188870**

Best,
Aakash Kapoor
Director | V4 Telecom

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