



PHONES



MOBILES



CLOUD



BROADBAND



MANAGED IT



SECURITY

#maketheshift

On Premise – Hardware – Maintenance & Security Compliance

As a technology and managed IT service and supply company, our customers are provided with state-of-the-art equipment as advanced telecommunication services are being deployed on our customer's sites, this includes but is not limited to.

- 1 – Yealink IP Phones
- 2 – Grandstream IP Phones
- 2 – TP Link Routers
- 3 – Hikvision Security System.

As part of our ongoing efforts to comply with equipment & security maintenance, V4 Telecom levies a maintenance fee between £9.99 - £19.99 Excluding VAT on our contracts, dependent on the associated equipment and security systems provided by V4 for the account. This is provided free of cost for the first three months of the contract or unless specified otherwise and becomes chargeable thereafter. This notification serves the purpose to notify you in advance, that if your account is eligible to receive any one of the V4's cover and maintenance benefit, then the accorded maintenance fees as relevant to your account, would be levied from the 1st of July 2022.

As a V4 Telecom customer, it is not necessary that you would be see this maintenance cover by default, as this is dependent on the services associated with the account and eligibility of the contract signed, so if you do not see this maintenance cover on your account, please call our account management desk to discuss alternative options.

A detailed copy of our maintenance benefits can be downloaded from our website via, <https://www.v4telecom.co.uk/terms-of-business> , or can be requested via e-mail to am@v4telecom.co.uk and your account manager would be more than happy to walk you through the same. A snippet of the cover and its benefits is embedded below.

ABI Business Services Ltd trading as V4 Telecom

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

Cash's Business Centre | 228 Widdrington Road | Coventry | CV1 4PB | Customer Success 0800 038 5495 |

Email support@v4telecom.co.uk | Web <https://v4telecom.co.uk> |



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Maintenance Lite - £9.99+VAT	Maintenance – Premium £14.99+VAT	Maintenance – Express £19.99+VAT
Hardware replacement over the term covered at 50% discount should it qualify the criterion per our Terms of Business	*Hardware replacement over the term covered, should it qualify the criterion per our Terms of Business	*One Annual Inspection visit by a Certified V4 Technology & Telecoms Engineer-FOC
Remote diagnostics- Monday to Friday 9 to 5 PM	Remote diagnostics- Monday to Friday 9 to 5 PM	Hardware replacement over the term covered FOC should it qualify the criterion per our Terms of Business
Critical Response Time-12 – 24 Hours	Critical Response Time-12 – 24 Hours	*Webroot End Point Protection-one license-FOC
Non-Critical Response Time-48 – 72 Hours	Non-Critical Response Time-48 – 72 Hours	All equipment upgrades at a flat 25% discount
All equipment upgrades at a flat 25% discount	All equipment upgrades at a flat 25% discount	*2 Remote Health checks by a Certified V4 Expert-thorough health checks on existing phone systems (1 every six months)
Engineer visit- charged at £500 + VAT for customers without Maintenance Plan- Maintenance Customers- charged £350+ VAT	Engineer visit- charged at £500 + VAT for customers without Maintenance Plan- Maintenance Customers- charged £275+ VAT	*2 detailed Invoice review calls from V4 Billing and Commercial expert- (1 every six months)
	Remote diagnostics with Priority Support Monday to Friday 9 AM to 5 PM Saturday – 9 AM – 2 PM (Including Bank Holidays)	Remote diagnostics with Priority Support Monday to Friday 9 AM to 5 PM Saturday – 9 AM – 2 PM (Including Bank Holidays)
		Critical Response Time-12 – 24 Hours
		Non-Critical Response Time-48 – 72 Hours

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Best Regards,
Aakash Kapoor
Director – Customer Success



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