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## Retail Price Index - Notification – April – 2022

Dear Valued Customer,

I trust you have been safe & keeping well.

The [Office of National Statistics](#) has recently published the latest UK inflation figures on 19<sup>th</sup> of January, 2022, which sees the Retail Price Index (RPI) reach 7.5%! 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 5.9%. The RPI rate that we use is usually announced in January each year and we will adjust your bill by stated amounts from end of March 2022, plus an additional 5.9% 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 2022 as the following: RPI rate of inflation as 7.5% plus 5.9% in line with the Retail Price Index (RPI) rate published by the Office for National Statistics in January 2022 earlier this year, see above.

### 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 January of this year which is 7.5% plus 5.9% 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 13.4%.

### 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 5.9% 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 January each year, plus the 5.9% 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>

### 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 to your business and of our commitment to deliver the best possible **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 get in touch with our various teams 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](mailto:billing@v4telecom.co.uk)

#### Account Management Desk

: - [am@v4telecom.co.uk](mailto:am@v4telecom.co.uk)

#### Live Chat via web

: - [www.v4telecom.co.uk](http://www.v4telecom.co.uk)

#### Free call

: - 0800 038 6333

Best,

Aakash Kapoor

Director | V4 Telecom

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