



PHONES



MOBILES



CLOUD



BROADBAND



MANAGED IT



SECURITY

#maketheshift

Retail Price Index - Notice -2021

Your connectivity, mobile and landline monthly service costs will go up in line with change in the retail price Index of 2.5% + additional 10% price increase per the RPI Figures published in 2021.

The price of our select few pay monthly packages increase in line with our Terms of Business, so we can keep pace with inflation. This reflects the increase in the costs to run and invest in our processes & service platforms we provide you and allows us to invest in new technology and make sure we always give you the best possible customer experience.

a) If you use a broadband service from V4, you will see an increase of £0.99 - £1.99 on your broadband rentals. This is dependent on the broadband type you use, and your overall account history with us.

a1) When do the changes come into effect?

The price changes will come into effect from the 1st of August 2021.

b) If you use a landline service from V4, you will see an increase of £0.99 - £1.99 on your landline rentals. This is dependent on the line type you use, and your overall account history with us.

b1) When do the changes come into effect?

The price changes will come into effect from the 1st of August 2021.

c) If you use mobile service from V4, you will see an increase of £0.99 - £1.99 on your mobile rentals. This is dependent on the mobile service type you use and your overall account history with us.

c1) When do the changes come into effect?

d) If you use a cloud phone system solution with us, you will see an increase of £0.99 - £1.99 on your monthly rentals. This is dependent on the number of services and your overall account history with us.

d1) The price changes will come into effect from the 1st of August 2021.

As an essential service and supply company, we have always maintained our philosophy to be "Customer First" and we assure that we continue to uphold this philosophy.

Please use the below options to contact us, should you need to discuss this with us, speak to your account manager or drop us a line so we could attend to your query soonest.

Billing Enquiries : - billing@v4telecom.co.uk
Account Management Desk : - am@v4telecom.co.uk
Live Chat via web : - www.v4telecom.co.uk

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> |