



ROUTER ASSURANCE

DECEMBER 2023

 v4one.co.uk



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Important Change Release- V4One Router Assurance – Your Business's Lifeline! December 2023

Are you ready for a game-changer? On popular demand, V4One introduces its revolutionary Router Assurance Service, available exclusively to our broadband customers. We understand the critical role your router plays in keeping your business connected. That's why we're here to ensure your peace of mind and business continuity.

The Heart of Your Business

Your broadband router is the gateway to your vital online tools – email, CRM, accounting, ticketing, live chat, and telecommunication services. As the broadband infrastructure undergoes upgrades, the reliability of your office internet is paramount.

Don't Leave It to Chance

Imagine the consequences if your router suddenly failed. The typical repair or replacement process can take days or even weeks. Worse, the replacement router may not be configured for your specific broadband, leaving your teams in the lurch.

V4One's Solution

Introducing V4One's Router Assurance Service, applicable December 1, 2023. This service is tailor-made for our broadband customers, offering assurance for your router with an affordable monthly fee. In the event of a router failure, one simple call is all it takes to get you back on track. We dispatch a pre-configured replacement router from our workshop on the very same day all orders post 1 PM will be delivered the next working day. Shipping & Postage charges along with any admin handling fees will be applicable.

Seamless Business Continuity

Our service is designed for you – it's hassle-free. Report your router fault, we send the replacement, plug it in, and you're up and running, just like that. It's the essence of business continuity and peace of mind combined!

Time to Reflect

Take a moment to consider your router's age and what would happen if it failed. Trust V4One's Router Assurance Service to keep you in the game when you need it most.

Learn More Today!

Don't hesitate to reach out to our team at helpdesk@v4one.co.uk or call us on **0330 118 8870**

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Service Highlights:

- This service covers each individual broadband connection.
- You can receive up to 2 replacement routers within a 12-month period.
- Routers are configured remotely, and on-site visits are available at an additional charge.
- User-damaged routers are not covered.
- Outages due to software upgrades are not included if the router resumes normal service.
- Faults reported after 1 p.m. may not result in next-day replacements.
- Free replacement applies to Netgear, TP-Link, and Zyxel routers.
- The service costs just £3.89 per month per broadband connection.

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 Wi-Fi 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 £46.68, which saves them circa £52.32 against a standard router, and circa £112.32 against a Fibre Compatible Router.