



BROADBAND



MOBILES



SMART HOMES



IT & SECURITY

#Maketheshift

### **Important Notification – Price Change Notification**

Dear Customer,

Following an extensive review of the socio economic change and rate of inflation as described by Office for National Statistics combined with significant increases in network costs, we would like to apprise that selected services associated with your V4 account will see an increase of 10.1% (Office of National Statistics declared %) + 3.9% (Network Costs Increases), which will be a cumulative total of 14% with effect from 1<sup>st</sup> April 2023.

Price Increases are tough, we know they are, we have attempted to minimize the impact, and hence why did not apply such an increase from 1<sup>st</sup> January 2023, now, with significant network costs increases combined with ONS's declared Consumer Price Index, we have had to readjust prices, so we can continue to deliver solutions without compromising on our customer success experience.

**a) If you use a broadband service from V4, you will see an increase of 14% on your broadband rentals.**

Q - When do the changes come into effect?

A - The price changes will come into effect from the 1st of April 2023

**b) If you use a landline service from V4, you will see an increase of 14% on your landline rentals.**

Q - When do the changes come into effect?

A-The price changes will come into effect from the 1st of April 2023.

**c) If you use mobile service from V4, you will see an increase of 14% on your mobile rentals.**

Q - When do the changes come into effect?

A - The price changes will come into effect from the 1st of April 2023

**d) If you use a cloud line from V4, you will see an increase of 14% on your cloud line rentals.**

Q - When do the changes come into effect?

A - The price changes will come into effect from the 1st of April 2023

**e) If you use a cyber security service from V4, you will see an increase of 14% on your license fees.**

Q - When do the changes come into effect?

A - The price changes will come into effect from the 1st of April 2023

**To minimize the impact for a vast majority of our customers, who enjoy multiple services on their V4 account, any additional service beyond your primary service, will not see a subsequent price increase of 14%, subsequent price increases will only be levied at 7.5%. This is our endeavor to ensure we minimize the impact of such increased costs for our customers and play a part where we can to, ease the pressure of such price increases.**

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@v4consumer.co.uk  
Account Management Desk : -am@v4consumer.co.uk  
Live Chat via web :- [www.v4consumer.co.uk](http://www.v4consumer.co.uk)

**ABI Business Services Ltd trading as V4 Consumer**

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