



BROADBAND



MOBILES



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IT & SECURITY

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Consumer Price Index | Notification | April – 2022

The [Office of National Statistics](#) has published the latest UK inflation figures on 19th of January, 2022, which sees the Consumer Price Index (CPI) hit 5.4% and 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 Consumer and increase by the Consumer Price Index (CPI) rate of inflation plus 5.9%. The lower CPI rate that we use is announced in January of each year and we will adjust your bill by this amount, plus an additional 5.9% due increasing costs of supply & inflation items 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: CPI rate of inflation + 5.9% in line with the Consumer Price Index (CPI) rate published by the Office for National Statistics in January 2022 earlier this year, see above.

What's CPI?

The Consumer Price Index (CPI) rate is a figure released by the Office for National Statistics. The CPI is used for purposes such as uprating pensions, wages and benefits and can help in the understanding of inflation on family budgets. CPI measures the average price change as a percentage for a basket of 700 different goods and services which households buy.

How will you calculate my price increases?

We'll take the CPI percentage rate as published by the Office for National Statistics in January of this year which is 5.4% and add an extra 5.9%. So, the total rate we'll apply is 11.3%.

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 CPI plus 5.9% as stipulated clearly so on all orders as at <https://www.v4consumer.co.uk/terms-of-business>, 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 CPI plus 5.9% and we'll have made the price increase clear when you signed up and you'll have agreed to it in our terms and conditions as at <https://www.v4consumer.co.uk/terms-of-business>

Can I renew or upgrade my broadband package?

Yes. You don't need to wait until your contract ends, you can change or upgrade your broadband package anytime you like & add new age hardware on top to help create seamless WIFI across your house.

As an essential services Consumer ISP Supplier, we remain very passionate about our "Customer First" processes, & this reflects in our continued strong year on year growth as a Supplier. Please feel free to contact our various different teams using the below. Should you need to discuss this further, speak to your account manager or drop us a line via usual contact methods as phone, email or live chat Mondays to Fridays 8.30 am to 5.30pm & Saturday 8.30 am to 1.30pm!

Billing Enquiries : - billing@v4consumer.co.uk
Account Management Desk : - am@v4consumer.co.uk
Live Chat via web : - www.v4consumer.co.uk
Free-call :- 0800 038 5495

Best,
Aakash Kapoor
Director | V4 Consumer

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