



BROADBAND



MOBILES



SMART HOMES



IT & SECURITY

#maketheshift

Dear Customer,

Following an extensive review of increased network and infrastructure costs that we as a business have absorbed since October'2020, we have now been compelled to increase prices for certain selected services we supply to you. The planned price increases below reflect the increased costs in running and investing in the networks, platforms, and service we provide to our customers.

**a) If you use a broadband service from V4, you will see an increase of 8.2% on your broadband rentals.**

**When do the changes come into effect?**

The price changes will come into effect from the **1<sup>st</sup> of April 2021.**

**b) If you use a landline service from V4, you will see an increase of 8.2% on your landline rentals.**

**When do the changes come into effect?**

The price changes will come into effect from the **1<sup>st</sup> of April 2021.**

**b) If you use mobile service from V4, you will see an increase of 6.2% on your mobile rentals.**

**When do the changes come into effect?**

The price changes will come into effect from the **1<sup>st</sup> of April 2021.**

**All other prices for services we supply excluding the above will remain unchanged.**

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.

**These price increases do not apply to customers who had their account activated with us as of 1<sup>st</sup> March 2021 and thereafter.**

**Note: - Some of our customers may not see any increase in their pricings, this is dependant on their account history, and if they are on a payment plan or have previously advised us of their financial impediment. We have carefully taken all of this into consideration.**

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](mailto:billing@v4consumer.co.uk)

Account Management Desk : - [am@v4consumer.co.uk](mailto:am@v4consumer.co.uk)

Live Chat via web : - [www.v4consumer.co.uk](http://www.v4consumer.co.uk)

Best Regards,  
Director- Operations  
Aakash Kapoor

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

|Registration Number 2299587 | 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@v4consumer.co.uk](mailto:support@v4consumer.co.uk) | Web <https://v4consumer.co.uk> |