

Retail Price Index – Notification – May 2022

Dear Valued customer,

Trust you have been keeping well and safe.

The Office of National Statistics has recently published the latest UK inflation figures on 19th of January 2022, which has seen the Retail Price Index (RPI) reach 7.5%! Each April, we adjust the monthly order value items you pay for your services with V4 Cloud to these statistics, and these price increases below, are in line with the Retail Price Index (RPI) rate as show above.

The RPI rate that we use is usually announced in January each year and we will adjust your bill by stated amounts if applicable, from May 2022, plus an additional 5.9% due to some very high increasing costs to supply and related inflating costs our side.

Here's everything you need to know.

At V4 Cloud we recognise the challenges faced by everyone running a business over the past 24 months. Many of you would have adopted new technologies or moved towards a homeworking environment, and we are extremely pleased that you've chosen V4 Cloud to help you on this journey.

V4 Cloud has been working around the clock over the past year to deliver service in a much more demanding environment, with increasingly complex customer demand for support for their staff working remotely on non V4 Cloud supplied services, and changing their way of working far more regularly, being a big challenge. We wish to continue to offer the fantastic, friendly service upon which we pride ourselves despite these unplanned challenges.

Having held off any inflationary price rise, alongside protecting our customers by not passing on cost related impact coming through the global pandemic, we are now at a point whereby our supplier & network wholesaler costs have risen to a level that we need to make a small adjustment in our pricing to continue to deliver the fantastic service and reliable technical support that we take such pride in, and continue to invest in every month!

So what prices are increasing?

The monthly price for broadband, line rental, monthly order values, call plans, call charges outside call bundles, and mobile services will increase post April 2022 as the following: RPI rate of inflation as 7.5% plus 5.9% in line with the Retail Price Index (RPI) rate published by the Office of National Statistics in January 2022, see above.

Your new pricing will be reflected in the May 2022 invoice, where you will see that we have kept these increases to a minimum on the services where we have seen the biggest increases ourselves, hoping that you understand the pressures on the services we provide, in line with the rest of the country.



CONNECTIVITY



TELECOMS & IT



UNIFIED COMMS



CCTV & SECURITY



MANAGED WIFI

Can I cancel my contract and leave without penalty because of these changes?

As we're only increasing the price of broadband, line rental, call plans and call charges in line with the RPI plus 5.9% as stipulated clearly, so if you choose to cancel, you will still need to pay any early termination charge if you are still within your minimum term. This is because the amount we can increase your price by is fixed to any increases in RPI & our network wholesaler cost increases as announced around January each year, plus the 5.9% and we would also have made the price increase clear when you signed up and you'll have agreed to it as in our terms and conditions as at <https://www.v4cloud.co.uk/terms-of-business>

Can I renew or upgrade my current package or choose upgraded services?

Yes. You don't need to wait until your contract ends, you can change or upgrade your products & services package or upgrade them to a wider set of bundles, sometimes completed even with cost reductions, at any time!

Any Questions?

We're always here to help, so if you do have any questions about any of the above information, please do not hesitate to get in touch by emailing helpdesk@v4cloud.co.uk or calling our Customer Helpline number 03301248389. Director Managed Accounts will continue to be directly managed by a V4 Cloud Director.

Best,
Lysander Wolf
MD | V4 Cloud

CLOUD

ABI Business Services Ltd trading as V4 Cloud

| Registration Number 2299586 | Company Registered in England | Company Number 8865269 | VAT Number 182508112 |

| Cash's Business Centre | 228 Widdrington Road | Coventry | CV1 4PB

| Customer Success 03301248389 | New Orders 03301248388 | Email helpdesk@v4cloud.co.uk | Web <https://v4cloud.co.uk> |