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Retail Price Index – Notification – Year 2023

Dear Valued customer,

Trust you have been keeping well and safe.

The Office of National Statistics has recently published the latest UK inflation figures in February 2023, which has seen the Retail Price Index (RPI) reach 13.8%! Each April, we adjust the monthly order value items you pay for your services with V4 Cloud to these statistics & these price increases below are in line with the Retail Price Index (RPI) rate as show above unless specified otherwise on our website.

The RPI rate that we use is usually announced in January each year and we will now adjust your bill by such stated amounts if applicable from May 2023 plus an additional 3.2% due to significant changes in increasing network costs coming to us as a result of cost increases passed onto us from our suppliers, vendors & wholesalers. Such cost increases have already been in effect upon us since January 2023 however it is only in May 2023 that some of these network related cost increases & inflation related increases are now being passed on to our client base with the first 4 months of year 2023 in cost increases entirely absorbed by us.

So what prices are increasing?

The monthly price for monthly order value service items, managed services, high speed internet, broadband, line rental, monthly order values, call plans, call charges outside call bundles, and mobile services will increase post April 2023 as the following: RPI rate of inflation as 13.8% plus 3.2% in line with the Retail Price Index (RPI) rate published by the Office of National Statistics in February 2023, see above.

Your new pricing will be reflected in the upcoming May 2023 invoice, where you will see that we have kept these increases to an absolute minimum while still investing in our systems & people to continue delivering high levels of aftercare across to the hundreds of our valued clients across our client base.

Here's everything you need to know.

At V4 Cloud we recognise the challenges faced by everyone running a business over the past 36 months or so. Many of you would have adopted new technologies, done upgrades to old technology to reduce costs or moved towards a home-working 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 months to deliver service in a much more demanding environment in the middle of some difficult times amidst costs increasing to us across the board on all items, coupled with increasingly complex customer demand for support for their staff to continue working remotely both in the field or from home. I am glad we can report that our client ratings have been very positive & our fantastic, friendly service we pride ourselves on continues to deliver results for our clients. Our Trustpilot scores clearly show the excellent work being executed every day by our colleagues, & we are very passionate to continue to uphold our excellent service ratings. This means we may have to review our prices when our base costs are increased by our suppliers &/or impacted by significant inflation increases such as in visible in year 2023.

ABI Business Services Ltd trading as V4 Cloud

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

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Every year, as detailed in our terms, we increase monthly order value items in line with RPI, as do most Suppliers within the industry. We appreciate price increases are never welcome, but these increases are directly a result of increasing operating costs coming from network wholesalers & helps ensure our commitment to providing the high standards of aftercare service levels. Having held off all price increases & instead absorbed by V4 Cloud for the past 4 months this year & hence protecting our customers by not passing on cost related impact coming through these recent significant increases, we are now at a point whereby our supplier & network wholesaler cost increases have continued to occur & hence we need to make a small adjustment across applicable monthly order value items. This allows V4 Cloud to continue to deliver our high standards in aftercare service levels and also continue to invest in our people, learning & still achieving system developments each passing month!

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

As we're only increasing the price of monthly order value items as in line with the RPI plus 3.2% 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 3.2% and we would also have made these types in price increases 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 again thank you for your custom & we are always here to help! So if you need to speak to us about the above, please feel free to email our aftercare colleagues at helpdesk@v4cloud.co.uk, or raise queries via our live chat service to the bottom right on <https://v4cloud.co.uk> or of course please feel free to give us a call if this is easier in case you need to speak to one of our colleagues about the above change at 033 0124 8388 Mondays to Fridays 9 am to 5pm & we would be happy to help clarify any queries. Director Managed Accounts will continue to be directly managed by a V4 Cloud Director.

Best,
Lysander Wolf
MD | V4 Cloud