



## Router Replacement Scheme

# Router Replacement Scheme

With the ever increasing use of the internet for business purposes, any downtime may be significant and that's why here at the Network Communications Group we aim to provide and deliver to our customers the maximum level of protection in order to limit potential operational and business disruptions.

With this in mind, we are pleased to inform you that the Network Communications Group will supply a next day Replacement Router Scheme that will provide:

- *24 hour real-time router alert monitoring*
- *A free Test Pack to swiftly enable us to diagnose the reason for disruption to the service and eliminate other contributing factors such as a faulty line and or the internet service or other third party issues.*
- *If diagnostics prove the fault to be router related, before 1 p.m. Monday to Friday, a replacement, pre-configured router will be supplied on the next working day (excluding Bank Holidays).*
- *Delivery will be by next working day post or if, and where necessary, one of our engineers will bring a replacement router to site.*
- *Alternatively, by arrangement, it may be possible for you to collect the replacement router from our Enfield office.*
- *The replacement router will be configured to the last known set-up; however, please note that if subsequent changes have been made by you or a third party, you will need to make the appropriate arrangements to have the replacement router configured accordingly.*
- *A pre-addressed label will be supplied for the return of the faulty router.*
- *Monthly charge of only £6.95 +VAT for each router.*
- *Terms & conditions apply*

You do of course have the choice to “Opt Out” of the scheme and accept any consequential delays and or charges for the repair and or replacement of the router; however, we sincerely consider that this minimum charge will the provide peace of mind for your business.

In addition to this, we can also offer enhanced service level response times direct with the networks on lines and internet services so if you have any questions or inquiries please call us on 0800 092 8161 and we will be happy to discuss the enhanced service levels in detail with you.

Registered Office: Nicholas House, River Front, Enfield EN1 3TF  
T: 020 8370 8370 | F: 020 8366 6844 | Email: [support@netcomms.co.uk](mailto:support@netcomms.co.uk) | Registered in England No. 02970252

**Incorporating: Fusion Four Telecoms - Meridian Options Systems Support - Network Voice & Data - Network Business Call - Bluebill - Network Finance**

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# Choice to Opt Out Form Router Replacement Scheme

By completing this Opt-Out form you confirm that you have read and understood the details provided.

We understand that the Network Communications Group Ltd offers a chargeable Replacement Router Scheme and would like to OPT-OUT of the service and confirm we understand and accept any associated delays and or charges for the repair and or replacement of our routers that may derive by opting out of the scheme.

***Please accept this as authority that we DO NOT wish to join the Replacement Router Scheme and confirm we have selected to Opt Out.***

Company Name	
Post Code	
Authority Name	
Authorised Signatory	
Account Reference	
Date	

Please ensure that you have completed all parts of the form and email to [support@netcomms.co.uk](mailto:support@netcomms.co.uk)

Thank you.