



# Router Assurance

## FREE replacement router in the event of a router fault or failure

This service, which is chargeable, operates to provide a free replacement router in the event of a router fault or failure. These terms aim to outline the limitations of this service.

### Free Router Replacement

1. This service operates on a per connection basis.
2. A maximum of 4 replacement routers will be supplied within any 12 month period.
3. Routers are configured remotely, if a site visit is required it will be chargeable.
4. Should the original make and model not be available we will supply a similar specification.
5. Routers damaged by a user are not covered.
6. Our programming includes only basic configuration. Any complex configuration carried out by Focus will be chargeable.
7. Cisco routers provided for voice services are not covered by Router Assurance.
8. Outages caused by a software upgrade are not included assuming the existing router resumes normal service.
9. Faults reported after 1pm will not result in a next day replacement.
10. Router Assurance will only cover a free replacement of Netgear, TP-Link and Zyxel routers. All other routers are subject to a £50.00 surcharge.

### Cost of the Service

The charge for this service is £2.99 per broadband connection per month.



Contact us today on 0330 024 2200 or at [customerservice@focusgroup.co.uk](mailto:customerservice@focusgroup.co.uk)