STL Terms & Conditions – Router Assurance

This service, which is chargeable, operates to provide a free replacement router in the event of a fault or failure

Free Router replacement criteria

- This service operates on a per connection basis
- A maximum of 4 replacement routers will be supplied within any 12 month period
- Routers are configured remotely, if a site visit is required it will be chargeable
- Should the original make and model not be available we will supply a similar specification
- Routers damaged or reset by a user are not covered
- Our programming includes only basic configuration. Any complex configuration carried out by STL will be chargeable
- ISP managed routers including Cisco and Juniper routers are not covered by Router Assurance
- Outages caused by a software upgrade are not included assuming the existing router resumes normal service
- Faults reported after 1pm will not result in a next day replacement
- This service operates within office hours only
- Router Assurance will only cover a free replacement of an STL supplied router. All others are subject to a £50 surcharge

Cost of the service
The charge for this service is £2.99 per broadband connection per month