

ROUTER ASSURANCE

Terms and Conditions



THIS ONLY APPLIES TO YOUR BUSINESS IF YOU HAVE A BROADBAND SERVICE WITH HII COMMUNICATIONS LIMITED.

As part of our service of ensuring reliable and efficient connectivity, we are introducing Router Assurance at a cost of £9.99 + VAT per month, which will appear on your bill. This addition helps us cover the increasing upkeep and support of our routers, including ongoing performance checks, dedicated technical assistance, and faster issue resolution. It also supports your business with any faults and allows us to supply a replacement router on next day delivery if the terms meet.

Router Replacement

- Supports multiple internet connections if provided by Hii Communications Limited
- Maximum of 4 replacement routers per 12-month period
- Remote configuration of routers – site visits are covered under the maintenance agreement (if applicable)
- Accidental end-user damage, loss, or theft to routers are not included, along with misuse, tampering, or unauthorised repairs
- Any outages from software upgrades are not included, providing the router continues to work as expected
- Router faults raised after 1pm will not qualify for a next-day replacement

Claims and Support

- To make a claim, contact our technical support team on 01522 449400, option 4, or email into support@hiicom.co.uk
- We will attempt to resolve the issue remotely. If unsuccessful and the fault is with the router, a replacement will be sent out
- Returned routers must be sent back within 14 days of receiving the replacement

Opting Out

By opting out of this service, you acknowledge that none of the above will be applicable and that service and repair times will be at the standard support process of 5-7 business working days.

If you still wish to opt out, you have 14 working days after which this charge becomes contractual for the remainder of your term. If you are within the 14 working days, please contact your account manager or call 01522 449400, option 2, to request a letter.

Thank you for your continued custom,
Hii Communications Limited