



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 Connect-it 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 £3.49 per broadband connection per month.