Terms & Conditions Router Assurance

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

Free Router Replacement

- This service operates on a per connection basis.
- A maximum of 1 replacement router 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 by a user are not covered.
- Our programming includes only basic configuration. Any complex configuration carried out by Focus will be chargeable.
- Cisco routers provided for voice services 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.
- 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 £4.99 per broadband connection per month.