

**Say hello to
better broadband.**





Let's get you connected!

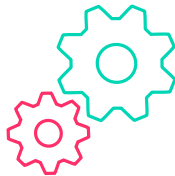
Connect in 5 steps

Your new better broadband is up and running so it's time to connect your devices. You may have lots of different devices which work slightly differently but as a rough guide you can follow these helpful steps:

1

Remove existing network details

Open your Wi-Fi settings and find your current network. Tap or right click on it and select 'Forget Network' to remove it.



2

Bring your device to the new router

To make sure your device can detect the new network, where possible (e.g. phones, tablets and other mobile devices), bring your device close to the new router to ensure a clear signal.



Select your new wireless network



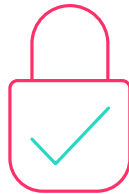
Within the network settings on your device, select your new wireless network from the options available. The details should be on the back of your new router (shown as SSID).

3

4

Enter the password

When prompted, enter your new secure password. You should find this on the back of your router (shown as Wireless Key) if you haven't already changed it.



5

Repeat the steps

You should now be connected. Simply repeat these steps for each device you need to connect around your home.



Need some help?

If you're having any issues connecting, further help and advice can be found at voneus.com/help

Get in touch



If you need to speak to our teams, here are the key numbers and email addresses:

Technical Support

If your broadband isn't working or you're experiencing any issues you can chat to our support team.

0333 880 4141 (option 2)

helpdesk@voneus.com

Billing Enquiries

If you have a question about your bill, your payment method or anything else financial please contact our billing team.

0333 880 4141 (option 4)

finance-inbox@voneus.com

For any other queries call **0333 880 4141** and we'll direct you to the right team.

You can also email **broadband@voneus.com** or visit **voneus.com** for further information.

For customers in Walney Island please contact us at **community@voneus.com**.

Enjoying the switch to better broadband?

Why not tell your friends?

If you're loving your new better broadband, let your friends and family know and earn a few £££s for both of you.

Every time you refer someone, you'll both get a £50 pre-paid Visa card!

Share the switch to better broadband

Sign up today: [Voneus.com/refer-a-friend](https://voneus.com/refer-a-friend)

Please note: Vouchers are issued when you and your friend have been installed and paid your first invoices. Terms and conditions apply. Visit voneus.com for more information.

How are we doing?

Share your Voneus experience on either Trustpilot or Google Reviews (just search Voneus).

Better broadband means... A better phone service too

You can do away with your outdated landline and monthly rental charges and say hello to our VoIP based phone service which uses the internet to make calls.

- ✓ Make free and unlimited UK calls over the internet
- ✓ Enjoy cheaper international calls
- ✓ Experience crystal-clear sound quality
- ✓ Gain tons of extra features including 3 way calling, virtual second lines and call forwarding to your mobile
- ✓ Relax with easy set-up
- ✓ Use it just the same as a regular phone
- ✓ Keep your existing phone number

For our latest pricing and to find out more visit voneus.com/home-phone-voip



Better broadband means... Smart Wi-Fi



Need to stay connected throughout your home? Whether you're in the living room, bedroom or hidden nook, your entire home can be online thanks to our cutting-edge routers and Wi-Fi mesh networks.

Many boosters impact your speed or give you connection headaches by jumping between different networks. Our Wi-Fi mesh networks are different. They boost your signal without reducing bandwidth and run on one simple network.

- ✓ Say goodbye to signal dead spots
- ✓ Increase Wi-Fi coverage throughout your entire home
- ✓ Use our handy app to set parental controls, add or disconnect devices and prioritise connection to individual devices

For our latest pricing and to find out more visit voneus.com/wifi-mesh

Have a question?



Hopefully our list of FAQs has the answer you're looking for...

How do I know my new wireless broadband network and password information?

You'll find your network info on the back of your router – it's shown as SSID.

How do I connect my devices to my new broadband?

We have included some useful information in this booklet to help you get your devices connected, but if you need more information you can also visit voneus.com/help.

Who do I contact if something isn't working properly?

If you're having connectivity issues you can try a few simple steps such as turning your router off at the wall and then switching it back on, checking all cables are securely connected and trying a different Ethernet cable. Further useful troubleshooting tips are available at www.voneus.com/help. If you still need our help, you can contact us on **0333 880 4141** (option 2) or email helpdesk@voneus.com.

When do I pay my first bill?

We'll let you know by email when your first bill is due. Don't forget, you also have a 14-day cooling off period if you're not happy.

Can I recommend Voneus to my friends?

Of course you can! If you have friends and family you think would love our better broadband tell them and we'll give you £50 for each one that joins Voneus. And they get £50 too! Just sign up to our Refer a Friend programme to get started.*

Can I leave a review for you on Trustpilot or Google Reviews?

Yes please! We love it when our customers tell us and everyone else how much they're enjoying their new better broadband. Just head to [trustpilot.com](https://www.trustpilot.com) and search Voneus Broadband or leave a Google review by typing Voneus into your Google search bar.

Who do I contact if I have a question about my bill?

You can call our billing team on **0333 880 4141 (option 4)** and they'll be happy to help you.

I'm not happy, who can I speak to?

We're really sorry to hear that. If you have any problems you'd like to tell us about, you can contact our complaints team on **0333 880 4141** or email **complaints@voneus.com**.

Where can I find more information?

There's lots more information available at **voneus.com/help** or you can call us any time on **0333 880 4141**.

For more useful FAQs please visit **voneus.com**

*As part of the Voneus Refer a Friend programme. Full details of the programme can be found at: **voneus.com/refer-a-friend**



 [Voneus.com](https://voneus.com)  [0333 880 4141](tel:03338804141)  broadband@voneus.com