



## Important Notice

### Annual RPI Price Change

**Dear Flotek Partner,**

In accordance with the Flotek Group Terms & Conditions we are providing notice of our annual price review for Telecoms services and a select number of IT software services – effective as of **1st April 2026**.

Our suppliers enforce price changes throughout the year, particularly on April 1st. We strive to absorb as much of these increases as possible. However, due to the multiple services and licenses we provide, we aim to implement only an annual change where feasible. As a result, while the majority remain unchanged, we are informing you of a price change to some of our services.

We do not take these changes lightly and have taken steps to absorb cost increases where possible, but with price pressure from our suppliers and the ongoing direct cost of providing our people-led service, these adjustments are necessary.

Exclusions from this increase apply if your service commenced after 1st January 2026.

The costs to provide and maintain legacy and end-of-life services continue to rise significantly with **Openreach announcing further increases of 40% in July 2026 and 40% in October 2026**, reflecting the industry's evolution towards more sophisticated cloud and fibre solutions, which we are heavily investing in.

**If you would like to discuss this with us then please contact your Account Manager or [sales@flotek.io](mailto:sales@flotek.io). We can assist with a service review, which often results in reduced costs and improved technology.**

**Thank you for choosing Flotek as your technology partner.**

Kind Regards,

**Flotek Group Ltd**

## Cyber Security Annual RPI Price Change

We wish to take the opportunity to remind our Partners of the critical importance of maintaining a high standard of Cyber Security and to remain vigilant to the risks this poses to your business.

If you receive these services as part of your Flo 360 or Flo 360+ managed IT bundle your price will not be impacted.

Active Protect	<b>£3.00</b> per user
Cyber Essentials	<b>£130.00</b> per month
Cyber Essentials Plus	<b>£295.00</b> per month

If you are unsure which product you are currently using, or would like to discuss this with us, then please contact your Account Manager or [sales@flotek.io](mailto:sales@flotek.io) where we can assist with a service review - which often results in reduced costs and improved technology.

Thank you for choosing Flotek as your technology partner.

## IT Services Price Change

We wish to take the opportunity to remind our Partners of the critical importance of maintaining a high standard of Cyber Security and to remain vigilant to the risks this poses to your business.

If you receive these services as part of your Flo 360 or Flo 360+ bundle your price will not be impacted.

Legacy Cloud Back-up	+ 10%
Flo Signature Management / Exclaimer	£1.50 per user
Domains	+ £1.00 per domain

If you are unsure which product you are currently using, or would like to discuss this with us, then please contact your Account Manager or [sales@flotek.io](mailto:sales@flotek.io) where we can assist with a service review - which often results in reduced costs and improved technology.

Thank you for choosing Flotek as your technology partner.

## Comms Services Annual RPI Price Change

HVS VoIP	+ 20% Per User
Wildix VoIP	+ 20% Per User
Horizon VoIP	+ £2.00 Per User
SIP Trunk	+ 7.3% Per Channel
PBX Maintenance	+ 20%

Upgrading your telephony solution to our Flo Cloud products will give the benefit of increased functionality & reliability and may reduce overall long-term cost.

If you are unsure which product you are currently using, or would like to discuss this with us, then please contact your Account Manager or [sales@flotek.io](mailto:sales@flotek.io) where we can assist with a service review - which often results in reduced costs and improved technology.

Thank you for choosing Flotek as your technology partner.

## Flo Comms Services Annual RPI Price Change

Flo Teams Voice	<b>+ £0.64</b> Per User
Flo One	<b>+ £0.64</b> Per User
FloLine+	<b>+ £0.64</b> Per User
Flo UC	<b>+ £0.64</b> Per User
FloCX Pro AI / FloCX Lite	<b>No change</b>
Flo Cloud VOIP Support	<b>+ 10%</b>

If you are unsure which product you are currently using, or would like to discuss this with us, then please contact your Account Manager or [sales@flotek.io](mailto:sales@flotek.io) where we can assist with a service review - which often results in reduced costs and improved technology.

**Thank you for choosing Flotek as your technology partner.**

## Network Services Annual RPI Price Change

Ethernet Leased Line	<b>+ 3.9%</b> Per Circuit
FTTP Full Fibre Broadband	<b>+ 7.3%</b> Per Circuit
SOGEA Semi-Fibre Broadband	
Flo EE Mobile	<b>+ 7.3%</b> Per SIM
O2 Mobile	
Vodafone Mobile	

If you are unsure which product you are currently using, or would like to discuss this with us, then please contact your Account Manager or [sales@flotek.io](mailto:sales@flotek.io) where we can assist with a service review - which often results in reduced costs and improved technology.

**Thank you for choosing Flotek as your technology partner.**

## Legacy Network Services Openreach Network Price Change

	Apr 2026	July 2026	Oct 2026
WLR Phone Line			
ISDN Phone Line	+ 25% Per Circuit	+ 40% Per Circuit	+ 40% Per Circuit
Phone Line Add-ons			
ADSL Broadband			
FTTC Broadband	+ 25% Per Circuit	+ 40% Per Circuit	+ 40% Per Circuit
Broadband Add-ons			

If you have Legacy Network Services, as listed above, it is **critical** that these are migrated to modern Fibre or VoIP technology THIS YEAR.

Openreach is committed to **switching off the network** by January 2027, and **implementing further cost increases in July & October 2026**.

**Please contact your Account Manager to understand your options.**

## Networks Support Annual RPI Price Change

Network Support	+ 10%
TV System Support	No Change
Firewall Support	+ 10%
Draytek ACS / Unifi / Sonicwall Monitoring	+ 10%

If you are unsure which product you are currently using, or would like to discuss this with us, then please contact your Account Manager or [sales@flotek.io](mailto:sales@flotek.io) where we can assist with a service review - which often results in reduced costs and improved technology.

**Thank you for choosing Flotek as your technology partner.**