

February 2021: Change of router for FTTP self installation

As of 1st February 2021 the only router despatched for self installation of services 75Mbps and above will be the Technicolor DGA4231 model. Zyxel XMG3927 routers will continue to be fitted on engineer installations.

Router distribution varies with the deployment:-

	Fibre to the Premise	ADSL
Orders despatched by courier	Technicolor DGA4231 (FTTP speed 75Mbps and above)	Zyxel VMG 3925 (also for customers on speeds less than 75Mbps)
Routers issue via stores (engineers)	Zyxel XMG3927	Zyxel VMG 3925

Please note that this is a distribution only change and all support processes remain the same.

Should you have any queries please contact us at wholesalepartners@kcom.com

Kind regards,

KCOM Wholesale