



Product Support

Plusnet offers a minimum period of product support service as listed in this document for Plusnet branded devices from the sales start of the product. Product support includes necessary firmware updates and fixes for critical vulnerability as required. Plusnet constantly monitors the releases of known vulnerabilities. This information is part of our compliance to the Product Security and Telecommunications Infrastructure (PSTI) legislation which came into effect on 29 April 2024.

Search your device’s model number in the list below for its specific minimum period of support. The model number can be found printed on the label under your device.

To keep your device up to date and to get the best performance, Plusnet either informs you about the availability of a new firmware version (make sure to update the firmware when it’s available), or we will automatically update your device (make sure to keep your device regularly switched-on).

Model (name)	Sales start	Minimum period of support
Plusnet Hub One	Sep 2015	8 years
GRV95I7UWAC34-A (Hub Two)	Aug 2021	7 years