



Connexin Super Fly Wi-Fi Terms and Conditions

Document Reference: CXNWB 010

Version Number: 1.0

Date Created: March 2024

1. Introduction

We are Connexin Networks Limited (“Connexin”) a company incorporated in England with company registration number 12875251. Our registered office is at 9th Floor 107 Cheapside, London, United Kingdom, EC2V 6DN.

You are a residential customer and not a business and are not intending to use our service wholly or mainly for business purposes. You confirm that the name and contact details on the order confirmation belong to a person authorised to enter into contracts and accept liability to pay our charges. The address stated in our order confirmation is the location where our service will be activated for your use. If your billing address is at a different location, please specify this.

These are the terms and conditions on which we supply our Super Fly Wi-Fi service to you. Please read them carefully. These terms tell you who we are, how we will provide our Super Fly Wi-Fi service to you, how you and we may change or end the contract, what to do if there is a problem and other essential information.

2. How To Contact Us

You can contact us through various means such as live chat, social media, the customer portal, by telephone, or by writing to us. Further details are provided on the ‘contact us’ page of our website.

3. How We May Contact You

If we need to contact you regarding your service, we will do so using the contact details provided by you such as by phone, email, SMS text message or by writing to you at the email address or postal address you provided to us in your order. We may send customer service announcements to you by email, SMS text message, push notifications through applications, or by any other similar means. Please ensure that you tell us immediately if any of your contact details change.

4. Definitions/Abbreviations

These terms and conditions apply in addition to the Connexin residential fibre terms and conditions, which can be found on our website.

For the purpose of our contract, the following terms have the following meanings:

“Activation Date” Means the date on which the Super Fly Wi-Fi service goes live as specified in the order confirmation.

“Activation Fee” Means the fee which may be charged to activate or reactivate the Super Fly Wi-Fi service and/or your Connexin fibre service.

“Connexin Fibre” Means the residential Connexin’s fibre broadband service ordered by you.

“Connexin Router” Means the router capable of supporting Super Fly Wi-Fi services that we supply to you as an essential part of providing the Connexin fibre services (including upgrades or replacements) which will be our property at all times.

“Eligible Connexin Broadband” Means an eligible Connexin fibre broadband service capable of supporting our Super Fly Wi-Fi service.

“Minimum Period” Means the minimum term of the Super Fly Wi-Fi service which you have chosen as described in the order confirmation.

“Order” Means an order for the Super Fly Wi-Fi service made by you either via our website, live chat, customer portal or by telephone describing the details of the Super Fly Wi-Fi service you require (and the term “ordered” shall be construed accordingly).

“Order Confirmation” Means an email confirmation of your order in which we accept your order.

“Price Book” Means our price book for residential customers which can found on our website.

“Super Fly Wi-Fi Service.” This means the Connexin Wi-Fi service ordered by you and provided by us as shown in your order confirmation.

5. About Our Super Fly Wi-Fi Services

Our Super Fly Wi-Fi services are only available to residential customers who have an eligible Connexin broadband service. The addition of our Super Fly Wi-Fi service will require your eligible Connexin broadband service to restart with a new minimum period. Activation fees may apply to Super Fly Wi-Fi services.

The amount you pay for the Super Fly Wi-Fi service depends on the tier of service you have ordered and is shown as a monthly amount, including VAT on your order confirmation, payable in advance. Payments must be made by direct debit, credit or debit card or any other payment methods we support from time-to-time. Your first payment will include the activation fee (if any).

We may review our charges at any time, but any price changes will not apply to contracts which are still within the minimum period. If our prices are to change, we will give you at least one month’s notice and you will be entitled to contact us to terminate our contract in the event that you do not agree to accept our price changes.

Our Super Fly Wi-Fi services are subject to a minimum period, which is set out on your order confirmation, starting from your activation date. You must keep and pay for the Super Fly Wi-Fi service for the whole of the agreed minimum period, unless you or we are allowed to end this contract earlier.

As part of the Super Fly Wi-Fi service, we will provide to you the number of additional Wi-Fi nodes specified for the tier of service you have chosen, to enable you to achieve at least 5 Mbps Wi-Fi speed in every room of your home, according to the home size specified for your chosen tier. The service tier specifications are as follows:

- a) Super Fly Wi-Fi Starter. This has a Wi-Fi coverage range that is typically suitable for homes with up to three bedrooms. We will provide one additional Wi-Fi node to mesh with your Connexin router to expand your Wi-Fi coverage around the home.
- b) Super Fly Wi-Fi Plus. This has a Wi-Fi coverage range that is typically suitable for homes with up to four bedrooms. We will provide two additional Wi-Fi nodes to mesh with your Connexin router to expand your Wi-Fi coverage around the home.
- c) Super Fly Wi-Fi Max. This has a Wi-Fi coverage range that is typically suitable for homes with up to five bedrooms. We will provide three additional Wi-Fi nodes to mesh with your Connexin router to expand your Wi-Fi coverage around the home.

Connexin owns all and any additional Wi-Fi nodes we supply to you to use the Super Fly Wi-Fi services. If at any point your contract for Connexin fibre services or Super Fly Wi-Fi services is terminated, you must return all Wi-Fi nodes provided to you (see clause 10 below).

6. How Does Super Fly Wi-Fi Work?

Connexin Super Fly Wi-Fi service provides a mesh Wi-Fi system consisting of your main Connexin router and a series of one or more (depending on the tier) additional satellite nodes, placed around your home. They are all part of a single wireless network and share the same SSID and password, unlike traditional Wi-Fi routers and extenders. The mesh Wi-Fi system will automatically use the nearest Wi-Fi node to the device you are using to ensure you have the fastest available speed on your network.

Due to the shared use of networks and factors outside our control such as access to 3rd party content and services, your internet access availability and speed may vary from time to time. In addition, the actual speed that you experience can be affected by a number of variable factors including your router and node positioning, wall thickness and construction, size of rooms, presence of metal piping, electrical devices, fish tanks and other dense objects and the capabilities of the devices which are using the Wi-Fi.

None of our Super Fly Wi-Fi service tiers will extend coverage to:

- Conservatories
- Basements
- Outbuildings
- External garages

Please note that certain barn conversions will not be suitable for coverage under the Super Fly Wi-Fi services due to the construction and design of the building. For more information, please contact our customer support team.

7. What Happens If I Am Not Getting Wi-Fi Coverage in Every Room?

If you are not getting at least 5 Mbps Wi-Fi in every room of your home then please contact our customer support team who will provide technical assistance to make sure that you have the correct Super Fly Wi-Fi service for your home size and construction, that the Wi-Fi nodes are correctly set up in your home and none of the factors mentioned in clause 6 above are relevant.

If you have made all the adjustments recommended by our team and you are still not getting the speed and coverage specified for your tier of Super Fly Wi-Fi service, then you may cancel the Super Fly Wi-Fi service before the end of your minimum period without having to pay any early termination charges. Your Connexin fibre service term will not be affected and your contract for Connexin fibre services will continue in full force and effect.

8. Can I Change My Super Fly Wi-Fi Service Tier During My Minimum Period?

You may downgrade your Super Fly Wi-Fi service to a lower tier without incurring early termination charges, provided that you enter into a new minimum period for both your Connexin fibre service and new Super Fly Wi-Fi service. If you downgrade to a level of Super Fly Wi-Fi service below the recommended level for your house size, we cannot guarantee the levels of speed and coverage you will experience from your Super Fly Wi-Fi service and you will not be entitled to the benefits of the cancellation rights set out in clause 7 above.

If you decide to downgrade your Super Fly Wi-Fi service, you will be required to return any additional Wi-Fi nodes that were provided to you as part of your original Super Fly Wi-Fi service. An administration fee (as per our Price Book) may be applied to process your downgrade request. For further information on return of equipment see clause 10.

You may upgrade your Super Fly Wi-Fi service provided that you enter into a new minimum period for both your Connexin fibre service and new Super Fly Wi-Fi service. If you decide to upgrade your Super Fly Wi-Fi service, we will provide you with the additional Wi-Fi nodes required as part of the upgraded Super Fly Wi-Fi service.

9. What If I No Longer Want My Wi-Fi Service?

Your right to cancel. You have the right to cancel your order for Super Fly Wi-Fi services by contacting us within 14 days from the day after the day on which you receive your order confirmation (the “cooling-off period”). You must put your request in writing. You can do this by contacting us through various means such as live chat, the customer portal, by telephone, or by writing to us. Further details are provided on the ‘contact us’ page of our website.

If you request activation of your Super Fly Wi-Fi service within the cancellation period and we have started to provide the Super Fly Wi-Fi service, you will have to pay us the cost of the services you have received up to the point when you notify us of cancellation, including the activation fee (if applicable). If you cancel your order within the cooling-off period, the contract will not end until you have returned the Wi-Fi nodes (see clause 10 below).

Ending the service during the minimum period. If you decide to cancel your Super Fly Wi-Fi service before the end of your minimum period, then early termination charges may apply up to the amount of the remaining charges for the minimum period. You must return the additional Wi-Fi nodes (see clause 6 below). Your Connexin fibre service term will not be affected and will continue. If you give us 1 months' notice to end the Super Fly Wi-Fi service at the end of the minimum period and return the Wi-Fi nodes provided to you, then no early termination and non-return charges will apply.

Ending the service after the minimum period. If you decide to cancel your Super Fly Wi-Fi service after the end of the minimum period, then you must give us 1 months' notice. The Super Fly Wi-Fi service will not end until 1 calendar month after the day on which you contact us. For example, if you tell us you want to end the service on 4 February, we will continue to supply the service until 3 March. We will only charge you for supplying the service up to 3 March and will refund any sums you have paid in advance for the supply of the service after 3 March (subject to any charges for non-return of equipment - see clause 10 below).

10. Return of Equipment

When this contract ends for any reason or if you wish to downgrade your service, you must return to us in the manner we request all Wi-Fi nodes we supplied to you within 14 days of the end of your contract or cancellation under clause 9.1. The returns address can be found on our website.

You are responsible for the costs of returning the Wi-Fi nodes and for ensuring that the Wi-Fi nodes reach us in good working order and are not damaged. If you do not return the Wi-Fi nodes within 14 days, we will charge you for any non-returned Wi-Fi node. For more information, please see our price guide for details of these charges.

We will test any returned Wi-Fi nodes and if any are damaged other than through fair wear and tear, we will charge you the full replacement value and may recover those charges using your usual method of payment. For more information, please see our price book for details of these charges.