



## **Business Customers Special Offer Terms & Conditions**

**Document Reference: CXNWB 023**

**Version Number: 2.6**

**Date Created: 27.06.2024**

## **Business Fibre Special Offer T&Cs**

### **Updated March 10<sup>th</sup> 2025**

#### *Price Offer Promotional Terms*

1. These Promotional Terms and Conditions apply to new or renewing business customers who are not currently in contract and sign up to a relevant Connexin Fibre Broadband package from 10<sup>th</sup> March 2025.

2. We reserve the right to withdraw or amend any of the following Promotional Terms and Conditions at any time. Connexin can withdraw special offers from [www.connexin.co.uk](http://www.connexin.co.uk) at any time.

3. This applies to new orders for the products described below in clause 1 as described below and placed on or after the date up to the date the offer is withdrawn. This offer applies to all order methods which are;

a) Online via the connexin website

b) In person sales representative

c) Telesales inbound and outbound

4. If you sign up for any Connexin Fibre Broadband Product during this period, the following promotion(s) will be applied:

a) Business Fibre 300 - £39.99 for 24 months. This price will remain fixed throughout the contract's lifetime. Upon contract expiration, the standard rate of £49.99 will apply unless you choose to renew under alternative offers available at that time.

b) Business Fibre 500 - £59.99 for 24 months. This price will remain fixed throughout the contract's lifetime. Upon contract expiration, the standard rate of £84.99 will apply unless you choose to renew under alternative offers available at that time. This offer is eligible to also receive the Media Offer below.

c) Business Fibre 2500 - £99.99 for 24 months. This price will remain fixed throughout the contract's lifetime. Upon contract expiration, the standard rate of £139.99 will apply unless you choose to renew under alternative offers available at that time. This offer is eligible to also receive the Media Offer below.

5. There are no changes to any other standard prices in our standard Price Book unless stated otherwise within these Promotional Terms and Conditions.

6. All prices exclude VAT. Free installation is subject to site survey. Standard T&Cs apply.

7. All charges set out in our Price Book are inclusive of VAT.
8. Our Standard Terms & Conditions for Connexin Business Fibre Products will apply when taking out this promotional offer.
9. Any additional charges such as missed appointment fees, additional labour or extra equipment detailed in our Price Book will still apply.
10. All offers are subject to eligibility and location. Eligibility can be checked via our website.
11. \*\*Continuous connectivity is set up within the SmartBiz app and requires a secondary Wi-Fi connection from a mobile hotspot, such as a mobile device or standalone cellular device.

#### Media Offer Promotional Terms

12. These Promotional Terms and Conditions apply to new or renewing business customers who are not currently in contract and sign up to a relevant Connexin Business Fibre Broadband package from January 8th 2025.
13. A customer who cancels an order or contract within and up to 14 days of their installation and re-purchases will not be eligible to the Media Offer.
14. The offer applies to the following products supplied by Connexin Networks (this excludes any properties that would be supplied by KCOM or OFNL (Partner Fibre)) with the following gift card rewards:
  - b) Business 1000 product for a minimum 24-month term – £750 Free Media (equivalent to 1 week at 1/6 rotations) with Connexin Media.
  - c) Business 2500 product for a minimum 24-month term – £1500 Free Media (equivalent to 2 weeks at 1/6 rotations) with Connexin Media.
15. Where a customer upgrades their service after placing an order or alternatively during placing an order where the original base package remains the same, the value of the original Media Offer will not change.
16. Your contract will state which base package you are on and will be used to offer the media offer.

17. There is no media offer eligibility where a customer downgrades their service after placing an order.

18. Media offer will be issued to eligible customers fulfilling the terms of the offer.

19. The Media offer will be issued to active broadband accounts 60 days after activation, so long as the account is not in arrears. If the account is in arrears at 60 days past installation date, the voucher offer is removed and can no longer be claimed. This offer can't be used in conjunction with any other offer.

20. Only one media offer will be valid per connection.

21. If you have any questions or have not received your media offer and 60 days have passed since your install, please contact [support@connexin.co.uk](mailto:support@connexin.co.uk)

22. We reserve the right to amend, cancel, or suspend this offer at any time without notice to you.

23. Our Standard Terms & Conditions for Connexin Business Fibre Products will apply when taking out this promotional offer.

24. All offers are subject to eligibility and location. Eligibility can be checked via our website.