



Hull and East Yorkshire Special Offer Terms & Conditions

Document Reference: CXN WB 011

Version Number: 4.2

Date Created: 28.12.2023

Hull & East Yorkshire Special Offer T&Cs

Updated April 7th 2025

Price Offer Promotional Terms

1. These Promotional Terms and Conditions apply to new or renewing residential customers who are not currently in contract and sign up to a relevant Connexin Fibre Broadband package from 7th April 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 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the products described below in clause 1 as described below and placed on or after the date up to the date the offer is withdrawn.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. Fibre 250 - £29.98 for 24 months. This price will remain fixed throughout the contract's lifetime. Upon contract expiration, the standard rate of £44.99 will apply unless you choose to renew under alternative offers available at that time.
 - b. Fibre 1000 - £39.98 for 24 months. This price will remain fixed throughout the contract's lifetime. Upon contract expiration, the standard rate of £54.99 will apply unless you choose to renew under alternative offers available at that time. This offer is eligible to also receive the **Gift Card Offer** below.
 - c. Fibre 2500 - £79.98 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 **Gift Card Offer** below.
 - d. (Partner) Fibre 175 - £29.99 for 24 months. This price will remain fixed throughout the contract's lifetime. Upon contract expiration, the standard rate of £44.99 will apply unless you choose to renew under alternative offers available at that time.
 - e. (Partner) Fibre 500 - £34.99 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.

- f. (Partner) Fibre 900 - £39.99 for 24 months. This price will remain fixed throughout the contract's lifetime. Upon contract expiration, the standard rate of £54.99 will apply unless you choose to renew under alternative offers available at that time.
- 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 charges set out in our Price Book are inclusive of VAT.
- 7. Our Standard Terms & Conditions for Connexin Fibre Products will apply when taking out this promotional offer.
- 8. Any additional charges such as missed appointment fees, additional labour or extra equipment detailed in our Price Book will still apply.
- 9. All offers are subject to eligibility and location. Eligibility can be checked via our website.

Gift Card Offer Promotional Terms

- 10. These Promotional Terms and Conditions apply to new or renewing residential customers who are not currently in contract and sign up to a relevant Connexin Fibre Broadband package from January 8th 2025.
- 11. 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 Gift Card offer.
- 12. 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:
 - a. Fibre 1000 product for a minimum 24-month term – £100 Gift Card
 - b. Fibre 2500 product for a minimum 24-month term – £500 Gift Card
- 13. 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 reward card will not change.
- 14. Your contract will state which base package you are on and will be used to offer the reward card. As representative examples:
 - a. Purchasing Fibre 250 and “adding on” an extra 750Mbps of speed through a special offer will count as Fibre 250, not Fibre 1000.
 - b. Choosing to purchasing Fibre 1000 instead of Fibre 250 counts as Fibre 1000, so will receive the Fibre 1000 reward.
 - c. Upgrading from Fibre 250 to Fibre 1000 after installation to your property has been complete will count as Fibre 250, so will receive the Fibre 250 reward.

- d. A customer who already has a service but is at the end of their contract on a Fibre 250 package, could choose to purchase Fibre 1000 and will receive the Fibre 1000 reward.
15. There is no reward card eligibility where a customer downgrades their service after placing an order.
 16. Reward cards will be issued to eligible customers fulfilling the terms of the offer.
 17. Reward cards 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.
 18. Eligible customers will be sent instructions via email from Giftcloud on how to choose and activate their reward card following successful payment of the first two months' service bill (or 60 days after activation whichever is sooner). Customers will then have 90 days to activate their reward card. Once claimed, customers will have until the expiry date of the chosen gift card retailer to use the funds on the card (this varies by brand).
 19. Reward cards are e-cards and will be dispatched to customers' registered email address for correspondence.
 20. Only one voucher will be delivered per connection.
 21. Please check the redemption instructions and terms and conditions of your chosen voucher before making your choice. The use and eligibility of the reward cards will be governed by the T&C's of Giftcloud and its partners.
 22. Vouchers should be treated like cash and kept securely. They cannot be replaced if lost or stolen, or if they have been left to expire.
 23. If you have any questions or have not received your voucher and 70 days have passed since your install, please contact support@connexin.co.uk
 24. Customers can choose to redeem their voucher with one of the following brands: Amazon.co.uk, Aldi, Asda, JustEat, Currys which will all have their own terms and conditions. We reserve the right to change the brands included in this offer at any point depending on events.
 25. Please see Amazon.co.uk terms here - <https://www.amazon.co.uk/gp/help/customer/display.html?nodeId=200272910>
 26. We reserve the right to amend, cancel, or suspend this offer at any time without notice to you.
 27. Our Standard Terms & Conditions for Connexin Fibre Products will apply when taking out this promotional offer.
 28. All offers are subject to eligibility and location. Eligibility can be checked via our website.

Document Management

Document Owner	Connexin Ltd
Document Author	Connexin Ltd
Document Reviewer (Team Leader)	Jamie Marchant
Document Approver Snr Management/Head of Department	Alex Yeung - Deputy CEO
Approval Signature	
Approval Date	2025-04-02
Next Review Date	27.06.2025
External Consultant (if app.)	N/A

Document Change & Version History

All changes should be summarised and referenced whether minor or major.

Version	Date	Summary of Changes/Comments	Author
2.0	17.04.24	Document updated and reviewed in line with new template	JR
2.1	27.06.24	Updated process	JM
2.2	01.08.24	Updated prices	JM
2.3	29.08.24	Updated prices	JM
2.4	27.09.24	Updated prices	JC
2.5	23.10.24	Updated prices	JC
3.0	09.12.24	Updated prices	JC
3.5	17.12.24	Updated prices	JM
4.0	10.03.25	Updated prices	JC
4.1	14.03.25	Minor Update – Name Change	JC

References

Note: This document is only valid on the day it was printed.

CERTIFICATE *of* SIGNATURE

REF. NUMBER
QAT3K-SAPOD-3YAWK-OKWSJ

DOCUMENT COMPLETED BY ALL PARTIES ON
02 APR 2025 15:06:01 UTC

SIGNER

ALEX YEUNG

EMAIL
KYY@CONNEXIN.CO.UK

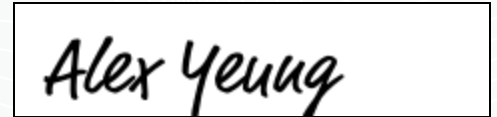
TIMESTAMP

SENT
02 APR 2025 14:55:16 UTC

VIEWED
02 APR 2025 15:05:25 UTC

SIGNED
02 APR 2025 15:06:01 UTC

SIGNATURE



IP ADDRESS
87.102.25.182

LOCATION
HULL, UNITED KINGDOM

RECIPIENT VERIFICATION

EMAIL VERIFIED
02 APR 2025 15:05:25 UTC

