



City Fibre- Rural Special Offer Terms & Conditions

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RURAL BROADBAND (CITYFIBRE NETWORK)

SPECIAL OFFER T&CS

Updated 16th June 2025

1 PRICE OFFER PROMOTIONAL TERMS

- 1.1 These Promotional Terms and Conditions apply to new customers who are not currently in contract, are eligible for the Gigabit Broadband Voucher Scheme and sign up to a relevant Connexin Rural Broadband (CityFibre Network) package from 16th June 2025**
- 1.2 Please note that 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.**
- 1.3 If you sign up for any Connexin Rural Broadband (CityFibre Network) package during this period the following promotion(s) will be applied:**
- 24-Month Contracts:**
- 1.3.1 Essential: Fibre 150 (150Mbps) – £9.99 for 24 months. This price will remain fixed throughout the contract's lifetime. Upon contract expiration, the standard rate of £39.99 will apply unless you choose to renew under alternative offers available at that time.**
- 1.3.2 Plus: Fibre 500 (500Mbps) – £14.99 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.**
- 1.3.3 Premium: Fibre 1000 (1000Mbps) – £19.99 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.

- 1.3.4 Pro: Fibre 2500 (2500Mbps) – £29.99 for 24 months. This price will remain fixed throughout the contract's lifetime. Upon contract expiration, the standard rate of £69.99 will apply unless you choose to renew under alternative offers available at that time.

12-Month Contracts:

- 1.3.5 Essential: Fibre 150 (150Mbps) – £14.99 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.
- 1.3.6 Plus: Fibre 500 (500Mbps) – £19.99 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.
- 1.3.7 Premium: Fibre 1000 (1000Mbps) – £24.99 for 24 months. This price will remain fixed throughout the contract's lifetime. Upon contract expiration, the standard rate of £59.99 will apply unless you choose to renew under alternative offers available at that time.
- 1.3.8 Pro: Fibre 2500 (2500Mbps) – £34.99 for 24 months. This price will remain fixed throughout the contract's lifetime. Upon contract expiration, the standard rate of £74.99 will apply unless you choose to renew under alternative offers available at that time.

1.4 No other offer applies.

1.5 There are no changes to any other standard prices in our standard [Price Book](#) unless stated otherwise within these Promotional Terms and Conditions.

1.6 All charges set out in our [Price Book](#) are inclusive of VAT.



- 1.7 Any additional charges such as missed appointment fees, additional labour or extra equipment detailed in our Price Book will still apply.**
- 1.8 All offers are subject to eligibility and location. Eligibility can be checked via our [website](#).**
- 1.9 As per the [Gigabit Broadband Voucher Scheme Supplementary Terms](#), if you do not comply with your obligations to claim the voucher, you will be charged the full cost of your installation or your installation will be cancelled, depending on what steps have been taken to claim a voucher.**
- 1.10 Our [Standard Terms & Conditions](#) for Connexin Broadband Products will apply alongside our [Gigabit Broadband Voucher Scheme Supplementary Terms](#).**
- 1.11 Any additional charges such as missed appointment fees, additional labour or extra equipment detailed in our Price Book will still apply.**
- 1.12 For home vouchers of up to £1,500 (including VAT), the installation fee is fully covered by the Gigabit Broadband Voucher Scheme.**
- 1.13 For SMEs, the installation fee of up to £3,500 (excluding VAT) is covered by the Gigabit Broadband Voucher Scheme (up to £700 of VAT will be paid by the business customer upon completion of the installation). Installation is subject to site survey and may incur additional excess construction charges.**
- 1.14 A minimum contract term applies unless otherwise stated.**
- 1.15 The external radio equipment will remain the property of Connexin during the contract and must be returned to us in full working order and in a good condition should you terminate your service with Connexin.**
- 1.16 Connexin reserves the right to charge full price for radio equipment delivered under this contract if invoices are not paid on a timely basis, if the contract is terminated prior to the expiry of the minimum contract term, or if the radio equipment is damaged.**



All prices shown exclude VAT unless specified. For more information, please see our terms and conditions.

2 GUARANTEED WI-FI PROMOTIONAL TERMS

- 2.1 Connexin Guaranteed Wi-Fi provides up to three mesh units to ensure a reliable Wi-Fi connection in every room of your home. This guarantee does not cover broadband faults. For full details, please refer to our [Standard Terms & Conditions](#).
- 2.2 Available to all customers who purchase Connexin Rural Broadband, CityFibre network or Connexin Wireless from 16th June 2025.
- 2.3 Customers will receive a router suitable for their chosen speed package and up to three mesh units to ensure full Wi-Fi coverage throughout their home.
- 2.4 All routers and mesh units remain the property of Connexin and are provided for use as part of the broadband service. If the service is cancelled or the agreement is terminated, all equipment must be returned as outlined in our [Standard Terms & Conditions](#).
- 2.5 Upon installation, Connexin engineers will position the router in the optimal location and provide up to three mesh units to ensure a stable Wi-Fi connection throughout the home.
- 2.6 Wi-Fi signal strength can be tested via the Connexin Smart Home App by navigating to the "My Network" section and running a "Bandwidth Test."