



# KCom Consumer Special Offers Terms & Conditions

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# RESIDENTIAL BROADBAND (KCOM NETWORK)

## SPECIAL OFFER T&CS

Updated 16<sup>th</sup> June 2025

### 1 PRICE OFFER PROMOTIONAL TERMS

- 1.1 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 Residential Broadband (KCOM Network) package from 16<sup>th</sup> June 2025.**
- 1.2 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.**
- 1.3 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the products described below in clause 1 as described below and placed on or after the date up to the date the offer is withdrawn.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;**
  - 1.3.1 Online via the connexin website
  - 1.3.2 In person sales representative
  - 1.3.3 Telesales inbound and outbound
- 1.4 If you sign up for any Connexin Residential Broadband (KCOM Network) package during this period, the following promotion(s) will be applied:**

**24-Month Contracts:**

  - 1.4.1 Basic: Fibre 175 (175Mbps) – £29.99 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.
  - 1.4.2 Plus: Fibre 500 (500Mbps) – £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.



- 1.4.3 Premium: Fibre 900 (900Mbps download, 500Mbps upload) – £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. This offer is also eligible to receive the **Gift Card Offer** below.
- 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 **Our [Standard Terms & Conditions](#) for Connexin Fibre Products will apply when taking out this promotional offer.**
- 1.8 **Any additional charges such as missed appointment fees, additional labour or extra equipment detailed in our [Price Book](#) will still apply.**
- 1.9 **All offers are subject to eligibility and location. Eligibility can be checked via our website.**

## 2 GIFT CARD OFFER PROMOTIONAL TERMS

- 2.1 **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 June 16th 2025.**
- 2.2 **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.**
- 2.3 **The offer applies to the following products supplied by KCOM Networks (this excludes any properties on the OFNL and CityFibre networks) with the following gift card rewards:**
- 2.3.1 Premium: Fibre 900 (900Mbps download, 500Mbps upload) package for a minimum 24-month term – £100 Gift Card



- 2.4 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.**
- 2.5 Your contract will state which base package you are on and will be used to offer the reward card. As representative examples:**
- 2.5.1 Purchasing Fibre 250 and “adding on” an extra 750Mbps of speed through a special offer will count as Fibre 250, not Fibre 1000.
  - 2.5.2 Choosing to purchasing Fibre 1000 instead of Fibre 250 counts as Fibre 1000, so will receive the Fibre 1000 reward.
  - 2.5.3 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.
  - 2.5.4 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.
- 2.6 There is no reward card eligibility where a customer downgrades their service after placing an order.**
- 2.7 Reward cards will be issued to eligible customers fulfilling the terms of the offer.**
- 2.8 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.**
- 2.9 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).

- 2.10** Reward cards are e-cards and will be dispatched to customers' registered email address for correspondence.
- 2.11** Only one voucher will be delivered per connection.
- 2.12** 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.
- 2.13** 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.
- 2.14** If you have any questions or have not received your voucher and 90 days have passed since your install, please contact [support@connexin.co.uk](mailto:support@connexin.co.uk)
- 2.15** 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.
- 2.16** Terms and conditions for Amazon.co.uk gift card [available here](#).
- 2.17** We reserve the right to amend, cancel, or suspend this offer at any time without notice to you.
- 2.18** Our [Standard Terms & Conditions](#) for Connexin Fibre Products will apply when taking out this promotional offer.

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