



KCom Consumer Special Offers Terms & Conditions

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RESIDENTIAL BROADBAND (KCOM NETWORK)

SPECIAL OFFER T&CS

Updated 5th January 2026

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 5th January 2026.**
- 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 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the products described below in clause 1 as described below and placed on or after the date up to the date the offer is withdrawn.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 Essential Fibre 100 – £32.49 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 – £37.49 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 – £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.

12-Month Contracts:

- 1.4.4 Essential Fibre 100 – £37.49 for 12 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.
- 1.4.5 Plus Fibre 500 – £42.49 for 12 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.
- 1.4.6 Premium Fibre 900 – £44.99 for 12 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.

- 1.5 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.**