



# City Fibre Consumer Special Offers Terms & Conditions

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# **RESIDENTIAL BROADBAND (CITYFIBRE 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 (CityFibre Network) package from 6th 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](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the products described below in clause 1 as described below and placed on or after the date up to the date the offer is withdrawn.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 (CityFibre Network) package during this period, the following promotion(s) will be applied:**

**24-Month Contracts:**

  - 1.4.1 Essential Fibre 150 – £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 – £32.49 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 1000 – £32.49 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.
- 1.4.4 Pro Fibre 2500 – £44.99 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. Offer applies to the HULL area only.
- 1.4.5 Pro Fibre 2500 – £49.99 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. Offer applies outside the HULL area only.
- 1.4.6 Ultra Fibre 5000 – £54.99 for 24 months. This price will remain fixed throughout the contract's lifetime. Upon contract expiration, the standard rate of £89.99 will apply unless you choose to renew under alternative offers available at that time.

**12-Month Contracts:**

- 1.4.7 Essential Fibre 150 – £34.99 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.
- 1.4.8 Plus, Fibre 500 – £37.49 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.
- 1.4.9 Premium Fibre 1000 – £37.49 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.
- 1.4.10 Pro Fibre 2500 – £49.99 for 12 months. This price will remain fixed throughout the contract's lifetime. Upon contract expiration, the



standard rate of £89.99 will apply unless you choose to renew under alternative offers available at that time. Offer applies to the HULL area only.

1.4.11 Pro Fibre 2500 – £54.99 for 12 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. Offer applies outside the HULL area only.

1.4.12 Ultra Fibre 5000 – £59.99 for 24 months. This price will remain fixed throughout the contract's lifetime. Upon contract expiration, the standard rate of £94.99 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.**

**1.10 If you are in an area subject to 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. Our [Standard Terms & Conditions](#) for Connexin Products will apply alongside our [Gigabit Broadband Voucher Scheme Supplementary Terms](#) for these areas. For home vouchers of up to £1,500 (including VAT), the installation fee is fully covered by the Gigabit Broadband Voucher Scheme.**



**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.**