



Connexin Customer Referral Scheme Terms & Conditions

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These terms & conditions are applicable from 30th October 2026 until –31st December 2026

1 ELIGIBILITY

- The scheme is available only to existing residential Connexin broadband customers who receive a referral invitation directly from Connexin. We reserve the right to determine eligibility for participation in the scheme.
- To receive a referral credit, the referring customer's Connexin broadband account must remain active, be in good standing and have no outstanding arrears at the time the referred customer's broadband service is activated.
- The scheme is available by invitation only to existing residential Connexin broadband customers who have received a referral invitation directly from Connexin.
- To qualify for a referral credit, the referring customer's Connexin broadband account must remain active, be in good standing and have no outstanding arrears at the time the referral credit is applied.
- Connexin reserves the right to determine eligibility for participation in the scheme, acting reasonably and in accordance with these Terms and Conditions.

2 DATA PROTECTION

Customers wishing to take advantage of this offer, must obtain the consent of the person they wish to refer before sharing referral links or encouraging them to participate. Personal information will be processed in accordance with our Privacy Notice.

Participation in the referral scheme is voluntary. Customers are under no obligation to contact or refer any other person and must respect the privacy and communication preferences of others.

Connexin does not require customers to provide the personal details or contact information of anyone they may refer. Any referred customer must provide their own personal information directly to Connexin when placing an order.

All personal information collected in connection with the scheme will be processed in accordance with Connexin's Privacy Notice and applicable data protection legislation.

3 HOW TO REFER

- Eligible customers will receive a personalised QR code and referral link by email.
- The person being referred must use this QR code or referral link to access Connexin's online checkout and complete their broadband order.
- Orders placed by telephone, directly through the Connexin website without using the personalised referral link, or through any other untracked channel will not qualify for a referral credit.
- Referrals cannot be applied retrospectively to orders placed through other channels.
- Connexin will not be responsible for referral tracking failures resulting from customers not using their personalised referral link or QR code, browser settings, ad-blocking software, cookie restrictions or other technical factors outside Connexin's reasonable control.
- Where a customer reasonably believes they have followed the correct referral process, but their referral has not been recorded, Connexin will review the available supporting evidence and determine whether a referral credit is due.

4 QUALIFYING REFERRALS

- The referred person must be a new Connexin broadband customer.
- A new broadband customer means a person who has not held a Connexin broadband service with us at the installation address during the previous 12 months.
- The referral can be for any Connexin broadband service, subject to availability at the referred customer's address.
- The referred customer must successfully complete their order and have their broadband service installed and activated.

- Self-referrals and duplicate referrals are not permitted. Each new customer can qualify for only one referral reward.
- The referred customer must not reside at the same address as the referring customer, unless expressly permitted by us.
- The referred customer's broadband service must remain active for at least 30 consecutive days following activation and must not have been cancelled, terminated or identified as fraudulent during that period.

5 REFERRAL REWARDS

- The referring customer will receive **£25 credit** towards their Connexin broadband bill for each successful qualifying referral.
- A maximum of **six successful referrals** is permitted per referring customer, equivalent to **£150 in total credits**.
- Any referrals above this limit will not qualify for additional credits.
- Credits will be applied to the referring customer's account within 30 days of the referred customer's broadband service activation provided all eligibility conditions are met.
- Credits can only be used against Connexin broadband bills and cannot be transferred, exchanged for cash or refunded.
- Any unused referral credits remaining when the referring customer's broadband account is closed will be forfeited, subject to applicable statutory rights.
- No reward is payable to the new customer under this scheme.

6 SCHEME DURATION

- The scheme opens on 30 October 2026 and closes at 11:59pm (UK time) on 31 December 2026. Customers may participate only after receiving their personal invitation.
- Qualifying referral orders must be placed through the personalised QR code or referral link by this deadline.

- Broadband installations may take place after 31 December 2026. Provided the order was placed before the deadline and all other conditions are satisfied, the referral credit will still be awarded once the service goes live.

7 GENERAL CONDITIONS

- We reserve the right to withhold, cancel or recover referral credits where we reasonably believe fraud, abuse, manipulation, bulk account creation, self-referral or other activity intended to circumvent these terms has occurred.
- Any queries about referral eligibility or missing credits should be directed to Connexin Customer Support.
- In the event of a dispute regarding eligibility or referral tracking, Connexin will review the available evidence and make a reasonable decision.
- These terms do not affect customers' statutory rights.
- Referral links and QR codes are personal to the recipient and must not be sold, auctioned, distributed through paid marketing channels or otherwise used for commercial purposes.

8 RIGHT TO AMEND OR WITHDRAW

- We reserve the right to amend, suspend or withdraw the referral scheme at any time where reasonably necessary for operational, legal or commercial reasons. Any qualifying referrals completed before such changes take effect will be honoured in accordance with these terms.
- Connexin reserves the right to amend, suspend or withdraw the referral scheme where reasonably necessary for legal, regulatory, operational or other legitimate reasons. Any qualifying referral orders placed before the effective date of such changes will continue to be honoured under the terms in force when the order was placed, provided the eligibility requirements are subsequently satisfied.