

# THE KONNECT PACKAGES: STANDARD INFORMATION SHEET

Updated: 01/02/2023

The Konnect Packages	Konnect Starter		Konnect Lite		Konnect Plus
<b>Package Description</b>	The Konnect Satellite Internet Packages allow access to fixed satellite internet services via the EUTELSAT satellites network. This Service is provided exclusively to your installation address.				
<b>Eligibility conditions</b>	The availability of the Konnect Satellite Internet Packages in the United Kingdom and Northern Ireland is subject to coverage verification. The subscription to Konnect Satellite Internet Package is reserved for private customers over the age of 18. These Packages are for home use only.				
<b>Conditions of access to the Service</b>	To benefit from one of the Konnect Satellite Internet Packages, it is essential to be provided with, to install and to activate a satellite kit compatible with the EUTELSAT satellites. This kit (called the " <b>Konnect Equipment</b> ") is made available by Eutelsat S.A. in the context of a subscription to one of the Konnect Satellite Internet Packages.  Regarding the accessibility of the Service, it is also necessary to take into account: <ul style="list-style-type: none"> <li>- Possible geographic obstacles to the reception of the EUTELSAT satellites network,</li> </ul> Possible legal obstacles to the installation of the equipment necessary to receive the EUTELSAT satellites network.				
<b>Monthly Package price</b>	<b>Konnect Starter</b> £37.90 Inc. VAT/month		<b>Konnect Lite</b> £47.90 Inc. VAT/month		<b>Konnect Plus</b> £67.90 Inc. VAT/month
<b>Data Top-ups</b>	<b>1 GB</b>	<b>2GB</b>	<b>10GB</b>	<b>20GB</b>	<b>30GB</b>
	<b>£3</b>	<b>£4</b>	<b>£15</b>	<b>£25</b>	<b>£30</b>
	*The Data Top-ups are only available for purchase by telephone on 01869 722 861 and only for existing customers				
<b>Konnect Equipment</b>	Supplied to You by Eutelsat S.A.				
<b>Additional fees</b>	<ul style="list-style-type: none"> <li>- £ 35 Inc. VAT Activation fee, payable upon order to the Konnect Service.</li> <li>- £15 Inc. VAT Shipment fee, payable upon order of the Konnect Service.</li> <li>- £ 299 Inc. VAT for the standard Professional installation of which Eutelsat S.A. will pay £150 Inc. VAT and You will pay £149 (in all cases additional fees may be applicable at Your expense (subject to quote) in case of a "non-standard" Professional installation).</li> </ul> Standard Professional installation depends on the access possible for the installation and its complexity, but it does not depend on the number of hours required to complete the installation.				

**It's that simple.**

	<p>Standard Professional installation also depends on the positioning possible to install the antenna:</p> <ul style="list-style-type: none"> <li>- Building's lateral walls easily accessible with a class-1 ladder (up to 130Kg load);</li> <li>- Roof accessible from the building's stairs or with a class-1 ladder (up to 130Kg load) with mounting fixed to the exterior wall, wall or parapet, roof surface or ground;</li> <li>- Ground-floor with concrete base with good satellite visibility;</li> <li>- Distance of cable routing - 30m with a standard Konnect Equipment cable. The routing of the cable must be satisfactory and achievable.</li> </ul> <p>To find out more about the types of non-standard Professional installations and the fees associated, please consult our "<a href="#">Contractual Conditions of the Service</a>" and "<a href="#">Konnect Tariffs and Fees Guide</a>".</p> <ul style="list-style-type: none"> <li>- A Reservation fee of £ 9,99 Inc. VAT per month may arise in the case You ordered the Self-Installation and have not installed the Konnect Equipment or activated the Package within six (6) weeks upon delivery of the Konnect Equipment, from the delivery date until the day of activation or cancellation of the Package by Eutelsat S.A..</li> <li>- Early termination fees during the commitment period, calculated according to the number of months left of the commitment period (more details below).</li> </ul>		
<p><b>Commitment period</b></p>	<p>The Konnect Satellite Internet Packages are for a period of eleven (11) full months plus the balance of the month during which Your Service was activated. Then renewed monthly.</p>		
<p><b>Changing Package</b></p>	<p>You can freely change your Package at any time, it being specified that if You are still in Your initial commitment period, its duration will not be affected.</p>		
<p><b>Characteristics of Satellite internet</b></p>	<p><b>There is no maximum monthly volume of data for each Package.</b></p> <p>However, each Package contains a set data allowance. If You exceed this data allowance, it may impact on upload/download speeds, depending on the potential congestion on, and conditions of the EUTELSAT satellites network during use by the Subscriber, the speeds shown for the Packages not being guaranteed.</p>		
	<p><b>Konnect Starter</b> 50 GB Data allowance</p>	<p><b>Konnect Lite</b> 75 GB Data allowance</p>	<p><b>Konnect Plus</b> 150 GB Data allowance</p>
	<p><b>Additional information</b></p> <p>The volume of data consumed between 01:00am and 06:00am local time is not counted and is not deducted from the data allowance.</p> <p>The volume of data from the data allowance not consumed within one (1) month is not carried over to the following month. (please note that same rule applies for the Data Top-ups: the data purchased need to be used before the end of the calendar month during which they are activated; it will not be carried over to the following month).</p> <p>To view Your consumption, login to Your "My Konnect" Customer Portal.</p>		

<p><b>Theoretical maximum, (normally available) and minimum download/upload speeds</b></p>	<p><b>Within the data allowance, the Konnect Equipment allows you to exchange data over the Internet by enjoying</b></p>		
	<p><b>Theoretical maximum data speeds (advertised speed), of up to</b></p>		
	<p><b>Konnect Starter</b></p>	<p><b>Konnect Lite</b></p>	<p><b>Konnect Plus</b></p>
	<p><b>30 Mbps</b> max. download speed</p>	<p><b>50 Mbps</b> max. download speed</p>	<p><b>100 Mbps</b> max. download speed</p>
	<p>And <b>5Mbps</b> max. upload speed</p>		
	<p><b>Normally available speeds</b></p>		
	<p><b>Konnect Starter</b></p>	<p><b>Konnect Lite</b></p>	<p><b>Konnect Plus</b></p>
	<p><b>20Mbps</b> normally available download speed</p>	<p><b>37 Mbps</b> normally available download speed</p>	<p><b>75 Mbps</b> normally available download speed</p>
	<p>And <b>3,5Mbps</b> normally available upload speed</p>		
	<p><b>Theoretical minimum data speeds</b></p>		
	<p><b>Konnect Starter</b></p>	<p><b>Konnect Lite</b></p>	<p><b>Konnect Plus</b></p>
	<p><b>10Mbps</b> min. download speed</p>	<p><b>25 Mbps</b> min. download speed</p>	<p><b>50 Mbps</b> min. download speed</p>
	<p>And <b>0,5Mbps</b> minimum upload speed</p>		
	<p>The speeds stated constitute theoretical speeds depending on various factors, in particular Your use, Your location, a compliant installation, the absence of exterior influence (e.g. obstacles), use of the network by other Users, simultaneous connection to Your Services, the background tasks using Your connection, the configuration of Your computer, Your network or Your home, application used, etc. and may be reviewed regularly by Eutelsat S.A..</p>		
<p><b>Latency</b></p>	<p>Latency shall be lower than 800 milliseconds and Packet loss is expected to be lower than 1e-1 in nominal conditions. Both these measures depend on several factors, including (non-exhaustive list), the quality of installation, performance of the Konnect Equipment, local configuration on Your devices or applications, status of contention or congestion of the satellite network. Jitter is expected to not exceed a value of 40 milliseconds.</p>		
<p><b>Limitations linked to video</b></p>	<p>Applications using video streams, such as streaming online or video on demand (VOD) are subject to a limitation applied by Eutelsat S.A., which limits the quality of the video being viewed by the Subscriber. This means there is a maximum quality that the Household or family can achieve for one video</p>		

	stream with the Konnnect Package (depending on the Package chosen), without guarantee.		
	<b>Maximum video viewing quality:</b>		
	<b>Konnnect Starter</b>	<b>Konnnect Lite</b>	<b>Konnnect Plus</b>
	<b>HD Ready definition (720p)</b>	<b>HD Ready definition (720p)</b>	<b>Full HD definition (1080p)</b>
<b>Other uses</b>	<p><b>For information:</b></p> <ul style="list-style-type: none"> <li>▪ Downloading very large files consumes large amounts of data. We recommend you moderate your usage or take advantage of the fact that data use is not counted between 01:00am and 06:00am local time to enjoy the most of Your Services.</li> <li>▪ The characteristics of the satellite internet connection are not suitable for uses requiring a rapid response time (e.g. Online gaming, etc.).</li> <li>▪ Heavy website to load or highly secured (including certain VPN) can be difficult to access in particular as a result of Your browser settings. Some websites are not accessible outside their country of origin.</li> </ul>		
<b>Parental control</b>	<p>To ensure the online safety of Your minors against harmful website content, solutions are available on the market (free or purchasable), compatible with PC/Mac or Android/iOS mobile devices available online to help You limit the access to websites presenting unsuitable content (sex, drugs, weapons, violence, incitement to racial hatred, etc.) or not suitable minors. It is also possible to customize adapted browsing profiles, set Internet access schedules, consult the history of sites visited, as well as fill in "white lists" and "black lists" for children and teenagers.</p> <p>Eutelsat S.A. provides You with a list of key applications available on the market:</p> <ul style="list-style-type: none"> <li>- Cybersitter: <a href="http://www.cybersitter.com/">http://www.cybersitter.com/</a></li> <li>- Witigo: <a href="https://www.witigo.eu/">https://www.witigo.eu/</a></li> <li>- McAfee Private Service: <a href="https://www.mcafee.com/en-us/for-home.html">https://www.mcafee.com/en-us/for-home.html</a></li> </ul> <p>Xooloo: <a href="https://www.xooloo.com/">https://www.xooloo.com/</a></p>		
<b>Characteristics of the Konnnect Equipment</b>	<p>The Konnnect Equipment consists of: a satellite dish, Transceiver, reception/transmission head, mounting, coaxial cable HT2000W Modem Box with Wi-Fi router) power supply unit and Ethernet cable.</p> <p>The Konnnect Equipment is supplied to You by Eutelsat S.A.; unless otherwise specified by Eutelsat S.A., You are responsible for returning it (in full or in part, depending on the case), using the shipping label provided to You at the end of your contract (termination, withdrawal, etc.) Failure to do so will result in an invoice.</p>		
<b>Indicative time for Activation of Service</b>	<p>The Service included in Your Package will be activated once your Konnnect Equipment is installed. Your commitment Period begins upon the Activation of Your Service.</p> <p>The Konnnect Equipment will be sent to the delivery address as stipulated by You at your point of order within ten (10) working days following the receipt by Eutelsat S.A. of the payment of Your Activation fee, Your Shipment fee, of Your Contract signed and of a valid means of payment of Your monthly fee.</p> <p>a. In case of Self-Installation</p>		

	<p>You will receive a Self-Installation guide together with the Konnect Equipment, explaining how to install the Konnect Equipment and to activate the Package. Once the Package is activated, You will be notified of this in a confirmation email sent to the E-mail address You entered when You made Your subscription.</p> <p>You must install the Konnect Equipment and activate the Package within six (6) weeks following delivery of the Konnect Equipment, otherwise a Reservation fee will be charged for the reservation of the Konnect Equipment without activating the Package (please refer to <a href="#">Konnect Tariffs and Fees Guide</a>) from the expiry of the 6-week period until the day of Activation or of Cancellation of your subscription.</p> <p>b. In case of Professional Installation</p> <p>You are responsible for being present for the delivery of the Konnect Equipment, to organise an appointment for a Eutelsat S.A. approved engineer responsible for the Professional installation (within twenty (20) working days following the receipt by Eutelsat S.A. of the payment of Your Activation fee, of Your Shipment fee of Your Contract signed and of a valid means of payment of Your monthly fee) and ensure the access to the place of installation, in order to benefit from the Services included in Your Package.</p> <p>In case of absence during the installation appointment or late cancellation, additional fees (as indicated in the <a href="#">Konnect Tariffs and Fees Guide</a> may be charged to You.</p>
<p><b>Withdrawal period</b></p>	<p>As a consumer, when You subscribe to Your Package remotely, You benefit from a withdrawal period that must be exercised no later than fourteen (14) calendar days after Activation of the Service included in Your Package, Eutelsat S.A. reserves the right to invoice You for the use of the Service between Activation of the Package (at Your request) and the exercise of Your right of withdrawal. Your Activation fee and Your Shipment fee will be refunded.</p> <p>Standard and non-standard Professional installation fees which constitute services independent of the satellite internet access services, to be paid upon completion of the installation will not be reimbursed in case the right of withdrawal is exercised. The Reservation fee for late activation in case of self-installation will also not be reimbursed.</p> <p>In any case, you are responsible for returning the Modem Box (accompanied by the power supply unit) and also the Transceiver in case of self-installation within a period of thirty (30) days since the communication of the withdrawal. Failure to do so will result in an invoice.</p>
<p><b>Termination</b></p>	<p><b>If You are still committed</b></p> <p>If You wish to end your subscription with Us, You must give 30-day prior notice. If You are within Your minimum commitment period, You may be liable for early termination fees. The amount of the early termination fee is calculated by charging You the amount equivalent to Our cheapest package existing at the time of Your subscription and applying that monthly amount to the number of remaining months between the end of the 30-day notice period and the end of Your minimum commitment period.</p> <p><b>If You are no longer committed</b></p> <p>You are free to terminate Your subscription by observing the contractual notice period.</p>

	<p><b>In any event:</b> You are responsible for returning only the Modem Box, accompanied by the power supply unit and also the Transceiver in case of self-installation. Failure to do so will result in an invoice for this equipment.</p>
<b>Cancellation before Activation</b>	<p>In case of cancellation of Your Order prior to the Activation of Your Package, you will be required to return to Us all Konnect Equipment within thirty (30) days from the notification of cancellation of the contract. Failure to do so will result in You being invoiced for it in accordance with the financial conditions stated in the <a href="#">Konnect Tariffs and Fees Guide</a>.</p>
<b>Contractual Conditions applicable</b>	<p>The Contractual Conditions applicable to the Packages are available via the link <a href="#">Contractual Conditions</a>.</p>
<b>Additional Pricing Information</b>	<p>Additional pricing information for the Packages is available in the Konnect Tariffs and Fees Guide, available via the link [<a href="#">Konnect Tariffs and Fees Guide</a>].</p>

## CUSTOMER SERVICES & COMPLAINTS

<b>Customer Services</b>	<p><b>You can contact Customer Services:</b></p> <ul style="list-style-type: none"> <li>- By sending a message to a Eutelsat S.A. client advisor using the contact form in Your "My Konnect" Customer Portal, or via the Konnect Website;</li> <li>- By calling us on 01869 722 861 for questions regarding the self-installation or for any other question (free service + local call fee), available Monday to Saturday 09:00am to 06:00pm.</li> </ul>
<b>Complaints</b>	<p><b>In case of a complaint, please follow the following steps presented in Our Customer Complaints Code.</b></p>