



KONNECT TARIFFS AND FEES GUIDE

Updated: 01/02/2023

NON-RECURRING FEES			
Activation fee	£35 Inc. VAT, payable upon order.		
Shipment fee	£15 Inc. VAT, payable upon order.		
Self-Installation	If You choose self-installation, You will not pay Eutelsat for installation; however the Activation Fee and the Shipment fee apply and potentially a Reservation fee (see below).		
Standard Professional installation fees	<p>Standard Professional installation fees amount to a total of £299 Inc. VAT, of which £150 Inc. VAT are borne by Eutelsat S.A. and the remaining £149 Inc. VAT will only be charged to your first monthly invoice after the successful Activation of your Service;</p> <p>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.</p> <p>Standard Professional installation also depends on the positioning possible to install the antenna:</p> <ul style="list-style-type: none"> - Building's lateral walls easily accessible with a class-1 ladder (up to 130Kg load); - 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; - Ground-floor with concrete base with good satellite visibility; - Distance of cable routing - 30m with a standard Konnect Equipment cable. The routing of the cable must be satisfactory and achievable. <p>Additional fees may apply for non-standard Professional installation at Your cost (also payable as part of Your first invoice, after installation). In the event of cancellation, withdrawal or termination of the contract You will not be reimbursed for any standard or non-standard Professional Installation fees (if they apply) paid upon completion of the installation as these constitute services independent of the Satellite internet access services.</p>		
<p>Non-standard Professional installation fees (may be cumulative)</p> <p>-</p> <p>To determine Your situation, We invite You to consult the "Delivery and Installation Contractual Conditions" and the</p>	CASE 1	1 installer - 1 appointment	£319 Inc. VAT
		1 installer - 2 appointments	£403 Inc. VAT
		2 installers - 2 appointments	£698 Inc. VAT
	CASE 2	1 installer - 1 appointment	£109 Inc. VAT
		1 installer - 2 appointments	£189 Inc. VAT
	CASE 3	1 installer - 1 appointment	£189 Inc. VAT
		1 installer - 2 appointments	£279 Inc. VAT
		2 installers - 2 appointments	£569 Inc. VAT
	CASE 4	1 installer - 1 appointment	£379 Inc. VAT
		1 installer - 2 appointments	£469 Inc. VAT

It's that simple.



Contractual Conditions of the Service	CASE 5	Fees depend on the situation of each Subscriber, based on personalised quote.
	CASE 6	
	CASE 7	
	Standard and non-standard Professional installation fees constitute services independent of the satellite internet access services, to be paid upon completion of the installation, and will not be reimbursed in case the right of withdrawal is exercised.	
Reservation Fee	In case of Self-installation and if You fail to install the Konnect Equipment and activate the Package within six (6) weeks upon delivery of the Konnect Equipment you will be charged a Reservation fee of £ 9,99 per months starting six (6) weeks upon delivery of the Equipment until the day of installation and Activation or Cancellation of the Package – see Contractual Conditions of Delivery and Installation for the details.	
Engineer call-out fees	<p><u>Absence or late cancelation of your scheduled appointment:</u> In the event you fail to cancel your scheduled appointment for a Professional installation with a minimum prior cancellation notice of two (2) complete working days, you may be charged a cancellation fee of £ 30 Inc. VAT.</p> <p><u>Once the equipment is installed:</u></p> <ul style="list-style-type: none"> - The first three (3) months following the installation (except in the case of natural disaster): free - At the end of the three-month (3) period: <ul style="list-style-type: none"> ▪ In case of electronic failure of the Konnect Equipment: free ▪ In other cases: From £179 Inc. VAT to £319 Inc. VAT depending on the time spent by the engineer. <p>In case of self-installation, we replace the Konnect Equipment in case of electronical failure, but you remain responsible for its installation and the engineer call-out fees are at your own expenses.</p>	
Removal	Eutelsat S.A. does not bear the fees for removing the Konnect Equipment. However, if You benefitted from standard Professional installation or non-standard Professional installation (CASES 1 to 4 and 7) and You want the Konnect Equipment removed, Eutelsat S.A. will put you in contact with an engineer, in which case the fees for removal will be approximately £199 Inc. VAT (or £299 Inc. VAT if the presence of two installers is required). For non-standard Professional installations (CASES 5 and 6), Eutelsat S.A. will also put You in contact with an installer and You will receive a quote for the cost of removal.	
Fees for changing Package	No fee.	
Termination fees	<p>If Your commitment period is still current 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</p>	



	<p>remaining months between the end of the 30-day notice period and the end of Your minimum commitment period.</p> <p>If Your commitment period has expired No termination fees will be applied.</p>
<p>Return fees and invoicing of the Konnect Equipment</p>	<p>1. Cancellation of the contract before installation or Activation In case of cancellation before the installation/Activation of Your Services, you will be required to return all Konnect Equipment using the shipping label provided to you by Eutelsat S.A., cost being borne by Eutelsat S.A.. If You fail to return the Konnect Equipment, within 30 days from the notification of your cancelation, You will receive an invoice for £240 Inc. VAT.</p> <p>2. Withdrawal/Termination from the Contract In case of withdrawal or termination, after the Konnect Equipment has been installed, You will be asked to return only the Modem Box with the wifi router along with its power supply unit and, in the case of self-installation, also the Transceiver included in the Konnect Equipment using the return slips provided to you by Eutelsat S.A., costs being borne by Eutelsat S.A.. In case of Your failure to return the Modem (with the wifi router along with its power supply unit) within 30 days from the notification of Your withdrawal or termination, You will receive an invoice for £130 Inc. VAT for the Modem Box. In case of Your failure to return the Transceiver within 30 (thirty) days from the notification of your decision of withdrawal or termination in case of self-installation, You will receive an invoice for £ 50 Inc. VAT for the Transceiver.</p> <p>In the event that, all or part of the Konnect Equipment is returned for replacement or repair during Your subscription period, the return fees (approximately £25 Inc. VAT) will be paid by Eutelsat S.A. These may subsequently be invoiced to You if the malfunction of the Konnect Equipment is a result of fault, wrongful installation or non-compliant use by You.</p> <p>In the event that the malfunction of the Konnect Equipment is caused by You and requires the replacement of all or part of the Konnect Equipment, You will be invoiced for the part requiring replacement at the following rates:</p> <ul style="list-style-type: none"> • Modem Box: £130 Inc. VAT • Antenna: £60 Inc. VAT • Transceiver £50 Inc. VAT

MONTHLY FEES	Konnect Starter	Konnect Lite	Konnect Plus
Monthly Package price	£37.90 Inc. VAT/month	£47.90 Inc. VAT/month	£67.90 Inc. VAT/month

It's that simple.



Konnect Equipment	Supplied to You by Eutelsat S.A.
Public IP Address Option	Monthly price: £5 Inc. VAT/month

Data Top-ups	Available for all Packages				
	1 GB	2 GB	10 GB	20 GB	30 GB
	£3	£4	£15	£25	£30

OTHER FEES	
Customer Services	Free + local call fees
Late payment fee	£4

It's that simple.