

Konnect Satellite Internet by Eutelsat S.A.

Contract summary

- This contract summary provides the main elements of this service offer as required by EU law¹.
- It helps to make a comparison between service offers.
- Complete information about the service is provided in other documents.

1) Services and equipment

Services: Satellite Internet.

Equipment: You will be provided with Konnect Equipment for the duration of Your Package which requires a partially exterior installation. It consists of: (i) a satellite dish (ii) a Transceiver, mounting, coaxial cable (iii) a HT2000W Modem with Wi-Fi router (iv) power supply unit and (v) Ethernet cable. Accessibility could be affected by legal or geographical obstacles.

2) Speeds of the internet service and remedies

<i>Speeds available within your data allowance, as defined in the Standard Information Sheet.</i>	Konnect Starter 50 GB Data allowance	Konnect Lite 75GB Data allowance	Konnect Plus 150 GB Data allowance		
Maximum download and upload speeds*	30 Mbps / 5 Mbps	50 Mbps / 5 Mbps	100 Mbps / 5 Mbps		
Normally available download and upload speeds*	20Mbps/3,5Mbps	37 Mbps / 3.5 Mbps	75 Mbps / 3.5 Mbps		
Minimum download and upload speeds*	10Mbps/0.5 Mbps	25 Mbps / 0.5 Mbps	50 Mbps / 0.5 Mbps		
Data Top-ups	1 GB	2 GB	10 GB	20GB	30 GB

**Speeds are theoretical and depend on various factors: Your use, Your location, a compliant installation, the absence of obstacles, etc. In case of high network congestion, services with high broadband requirements (e.g. video streaming) may only be available to a limited extent; the download time may also be extended.*

Remedies: In the event of continuous or regularly recurring discrepancy between the actual speed and the performance indicated above, you may be entitled to remedies up to and including the right to terminate the contract without penalty where the relevant facts in relation to the actual performance of the Services are established by the competent authority.

3) Price

	Konnect Starter	Konnect Lite	Konnect Plus		
Activation Fee	£ 35 Inc. VAT, payable upon order				
Shipment Fee	£ 15 Inc. VAT, payable upon order				
Monthly Package Price	£37.90 Inc. VAT	£47.90 Inc. VAT	£67.90 Inc. VAT		
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	£299 Inc. VAT for the standard Professional installation of which Eutelsat S.A. will pay £150 Inc. VAT and You will pay £149 (additional fees may be at Your expense in case of a “non-standard” professional installation)*. See the Delivery and Installation Contractual Conditions and Konnect Tariffs ad Fees Guide)				
Reservation Fee	£ 9.99/month upon expiry of a 6-weeks period following delivery of the Konnect Equipment and may be charged only in case you ordered Self-installation				
Data Top-ups	1 GB: £3	2 GB: £4	10 GB: £15	20 GB: £25	30 GB: £30

** The installation depends on many local conditions. To find out more about the types of non-standard Professional installations and the fees associated, please consult our [Delivery and Installation Contractual Conditions](#) and [Konnect Tariffs and Fees Guide](#) via <https://europe.konnect.com/en-GB>*

4) Duration, renewal and termination

Duration: commitment period of eleven (11) full months plus the *pro rata* of the month during which the Package was activated. At the end of the commitment period, the Package is automatically renewed for successive periods of one (1) month.

Termination: In case of termination prior to the expiry of the commitment period, You will be required to pay an early termination fee calculated as follows: the monthly fee equivalent to Our cheapest package existing at the time of Your subscription applied to the number of remaining months between the end of the 30-day notice period and the end of Your minimum commitment period.

¹ Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).

You may also terminate your contract free of charge thirty (30) days' prior written notice to Eutelsat S.A. on the basis of the legitimate reasons set out in Article 15 of the [Contractual Conditions of the Service](#) or if you are outside of your commitment period. Return of the Modem and the Transceiver: in the event of withdrawal or termination, You must return the modem within 30 days. If you fail to return the modem, You will be charged £130 Inc. VAT. In case of self-installation, the Transceiver shall also be returned, otherwise it will be charged £ 50 Inc. VAT.

5) Features for end-users with disabilities

At your request, Eutelsat S.A. can provide the Contractual Conditions in braille format.

6) Other relevant information

The 14-day withdrawal period begins with the Activation of your package, not the receipt of your contract.