

THE KONNECT PACKAGES: STANDARD INFORMATION SHEET

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The konnect Packages	konnect Easy	konnect Zen	konnect Max
Package Description	The konnect Satellite Internet Packages allow access to fixed satellite internet services via the EUTELSAT KONNECT satellite network. This Service is provided exclusively to your installation address.		
Eligibility conditions	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 is reserved for major persons. These Packages are for home use only.		
Conditions of access to the Service	<p>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 KONNECT satellite (7.2° East). This kit (called the "Konnect Equipment") is made available by Eutelsat S.A. in the context of a subscription to one of the konnect Satellite Internet Packages.</p> <p>Regarding the accessibility of the Service, it is also necessary to take into account:</p> <ul style="list-style-type: none"> - Possible geographic obstacles to the reception of the EUTELSAT KONNECT satellite network, - Possible legal obstacles to the installation of the equipment necessary to receive the EUTELSAT KONNECT satellite network. 		
Monthly Package price (excluding offers)	konnect Easy £29.99/Inc. VAT/month	konnect Zen £44.99/Inc. VAT/month	konnect Max £69.99/Inc. VAT/month
Offers	In case of an applicable offer We invite You to refer to the " konnect Price Guide "		
Konnect Equipment	Supplied to You by Eutelsat S.A.		
Additional fees	<ul style="list-style-type: none"> - £49 Inc. VAT connection fees, payable upon subscription to the konnect Service. - Standard installation fees for installation by an engineer, payable by Eutelsat S.A. (additional fees may be applicable at Your expense (subject to quote) in case of a "non-standard" installation). Standard 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. Standard installation also depends on the positioning possible to install the antenna: <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 interior wall, wall or parapet, roof surface or ground; 		

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	<ul style="list-style-type: none"> - 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>To find out more about the types of non-standard installations and the fees associated, please consult our "Contractual Conditions" and "konnect Price Guide".</p> <ul style="list-style-type: none"> - Termination fees during the commitment period, calculated according to the number of months left of the commitment period (100% of the sums outstanding between the effective date of termination and the expiry of the 12th month). 			
Subscription period	The konnect Satellite Internet Packages are for a period eleven (11) full months plus the balance of the month during which Your Service was activated. Then renewed monthly.			
Changing Package	Starting Package to New Package	konnect Easy	konnect Zen	konnect Max
	konnect Max	OK With 12-month commitment renewal	OK With 12-month commitment renewal	-
	konnect Zen	OK With 12-month commitment renewal	-	OK No commitment renewal
	konnect Easy	-	OK No commitment renewal	OK No commitment renewal
Characteristics of Satellite internet	<p>The monthly volume of data for each Package is unlimited.</p> <p>However, each Package contains a volume of "priority" data. If You exceed this limit it may impact on upload/download speeds, in particular depending on the load and conditions for the EUTELSAT KONNECT satellite network during use by the Subscriber, the maximum speeds shown for the Packages not being guaranteed.</p>			
	konnect Easy 20GB Priority data	konnect Zen 60GB Priority data	konnect Max 120GB Priority data	
	<p>Additional information</p> <p>The volume of data consumed between 01:00am and 06:00am local time is not counted and is not deducted from the volume of priority data.</p> <p>The volume of priority data not consumed within one (1) month is not carried over to the following month.</p> <p>To view Your consumption, login to Your "My konnect" Customer Space.</p>			
Average speeds for download/upload	<p>The Konnect Equipment allows you to exchange data over the Internet by enjoying average data speeds of:</p>			
	konnect Easy average 22Mbps download	konnect Zen average 37Mbps download	konnect Max average 75Mbps download	

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	and average 3Mbps upload		
	The speeds stated constitute average 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..		
Limitations linked to video	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 Subscriber can achieve with their connect Package, without guarantee.		
	Maximum video viewing quality:		
	Standard definition (480p)	HD Ready definition (720p)	Full HD definition (1080p)
Other uses	<p>For information:</p> <ul style="list-style-type: none"> ▪ 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. ▪ The characteristics of the satellite internet connection are not suitable for uses requiring a rapid response time (e.g. Online gaming, etc.) or high-risk activities. ▪ Some sites that are slow 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. 		
Parental control	<p>To ensure the online safety of Your minor children 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 for Your children.</p> <p>It is also possible for parents 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. provide You with a list of key applications available on the market:</p> <ul style="list-style-type: none"> - Cybersitter: http://www.cybersitter.com/ - Witigo: https://www.witigo.eu/ - McAfee Private Service: https://www.mcafee.com/en-us/for-home.html - Xooloo: https://www.xooloo.com/ 		
Characteristics of the Konnect Equipment	<p>The Konnect Equipment consists of: a 74cm or 90cm (without extra fees) diameter satellite dish, aerial with receiver head (1W), mounting, coaxial cable (30m), HT2000W modem (with Wi-Fi router), power supply and Ethernet cables.</p> <p>The Konnect 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 return slip provided to You at the end of your contract (termination, withdrawal, etc.) Failure to do so will result in an invoice.</p>		

It's that simple.

<p>Indicative time for Activation of Service</p>	<p>The Service included in Your Package will be activated once your Konnect Equipment is installed (Your commitment Period begins upon the Activation of Your Service).</p> <p>The Konnect Equipment supplied to You by Eutelsat S.A. will be delivered to your home address within a maximum of ten (10) working days following confirmation of Your Order.</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 installation (within a maximum of twenty (20) working days following Your Order) 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 konnect Price Guide) may be charged to You.</p>
<p>Withdrawal period</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. You are responsible for returning the Modem (accompanied by the cables and power supply). Failure to do so will result in an invoice.</p> <p>Non-standard 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.</p>
<p>Termination</p>	<p>If You are still committed</p> <p>If You are still in Your commitment period, You can terminate Your subscription by respecting the contractual notice period of thirty (30) days, but You will be required to pay a termination fee for the number of months remaining on your subscription, except in the case of termination for just cause.</p> <p>If You are no longer committed</p> <p>You are free to terminate Your subscription by observing the contractual notice period.</p> <p>In any event:</p> <p>You are responsible for returning the Modem (accompanied by the cables and power supply). Failure to do so will result in an invoice.</p>
<p>Contractual Conditions applicable</p>	<p>The Contractual Conditions applicable to the Packages are available via the link https://europe.konnect.com/sites/europe/files/2020-11/uk_contract.pdf</p>
<p>Additional Pricing Information</p>	<p>Additional pricing information for the Packages is available in the konnect Price Guide, available via the link https://europe.konnect.com/sites/europe/files/2020-11/uk_price_guide_final.pdf</p>

CUSTOMER SERVICES & COMPLAINTS

<p>Customer Services</p>	<p>You can contact Customer Services:</p> <ul style="list-style-type: none"> - By sending a message to a Eutelsat S.A. client advisor using the contact form in Your "my konnect" Customer Space, or via the konnect Website; - Or by calling Us on 01869 722 861 (free service + local call fee), available Monday to Saturday 09:00 am to 07:00 pm.
<p>Complaints</p>	<p>In case of a complaint, please follow the following steps:</p> <ul style="list-style-type: none"> - 1st phase: Contact Customer Services by phone (01869 722 861) or via your "my konnect" Customer Space; Eutelsat S.A. will make every effort to reply to You as quickly as possible and in any case within fifteen (15) days as from the date of receipt of your request; - 2nd phase: If you do not receive a response within fifteen (15) days as mentioned above, of if You are not happy with the response given, We invite You to write to the following address: Eutelsat S.A. – Konnect Service Management Client – 32, Boulevard Gallieni - 92130 Issy-les-Moulineaux – France, respecting the provisions of the Contractual Conditions; Eutelsat S.A. will make every effort to reply to You as quickly as possible and in any case within fifteen (15) days as from the date of receipt of your request; - 3rd phase: in the event that, after having respected the 1st and the 2nd phases, in the absence of a response within the fifteen (15) day period mentioned above or in the event that You are not satisfied with the response provided (or at any time), You have the possibility to resort to a mediation procedure (to this end we invite you to consult the European dispute resolution platform https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.chooseLanguage).