



KONNECT TARIFFS AND FEES GUIDE

Updated: 15/12/2021

NON-RECURRING FEES			
Activation fee	£49 Inc. VAT, payable upon subscription.		
Standard installation fees	<p>The standard installation fees are borne by Eutelsat S.A. upon subscription.</p> <p>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.</p> <p>Standard 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 interior 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 installation at Your cost (also payable as part of Your first invoice, after installation).</p>		
<p>Non-standard installation fees (may be cumulative)</p> <p>-</p> <p>To determine Your situation, We invite You to consult the "Contractual Conditions"</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
	CASE 5	Fees depend on the situation of each Subscriber, based on personalised quote.	
	CASE 6		
	CASE 7		
<p>Non-standard 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.</p>			

It's that simple.



<p>Engineer call-out fees</p>	<p><u>In case of absence, or late cancellation of an installation appointment, You may receive an invoice of up to £199 Inc. VAT for call-out fees for the installer. 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>Removal</p>	<p>Eutelsat S.A. does not bear the fees for removing the Konnect Equipment. However, if You benefitted from standard installation or non-standard 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 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.</p>
<p>Fees for changing Package</p>	<p>No fee.</p> <p>Commitment renewal for twelve (12) months where the price of the new Package is less than Your existing Package (excluding offers).</p>
<p>Termination fees</p>	<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 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>In case of cancellation before the installation/Activation of Your Services, you will be required to return all Konnect Equipment using the return slip provided to you by Eutelsat S.A., cost being borne by Eutelsat S.A.. If You fail to return the Konnect Equipment, You will receive an invoice for £240 Inc. VAT.</p> <p>In case of withdrawal or termination, You will be asked to return only the Modem Box (along with its cables and power supply) included in the Konnect Equipment using the return slip provided to you by Eutelsat S.A., cost being borne by Eutelsat S.A.. In case of Your failure to return the Modem Box (along with its cables and power supply) in the event of Your withdrawal or termination, You will receive an invoice for £130 Inc. VAT for those pieces of the Modem Box.</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 as a result of a fault or non-compliant use by You. In the event that the malfunction of the Konnect Equipment results from a fault or non-compliant use by You and requires the replacement of all or part of the</p>

It's that simple.



	<p>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
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MONTHLY FEES	Konnect Easy	Konnect Zen	Konnect Max 120	Konnect Max 200	Konnect Max 350
Monthly Package price (excluding offers)	£29.99 Inc. VAT/month	£44.99 Inc. VAT/month	£69.99 Inc. VAT/month	£99.99 Inc. VAT/month	£149.99 Inc. VAT/month
Konnect Equipment	Supplied to You by Eutelsat S.A.				
Public IP Address Option	Monthly price: £5 Inc. VAT/month				
Offer(s)	<p>Free Home Trial: for any first subscription per household to a Konnect Easy, Zen and Max 120 package made between October 28, 2021 and January 31, 2022 (included) and an activation of your Konnect package before April 30, 2022:</p> <ul style="list-style-type: none"> - enjoy 60 calendar days* of free broadband (instead of from £29.99 Inc. VAT/month up to £69.99 Inc. VAT/month) in addition to the free standard installation, and - only pay £1 Inc. VAT activation fee (instead of £49 Inc. VAT). <p>Offer subject to eligibility. Offer only applicable for properties where speeds of 10 Mbps or higher are not available according to a recognized speed test application e.g., Ookla. We will call you prior to sending your documentation to assess your eligibility. By placing your order, you accept that we will contact you via phone. This offer automatically runs in conjunction with our "60-day no-commitment promise" but not with any other promotion.</p> <p>*the 60 days free promotion will be applied to your first 2 invoices.</p>				

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

It's that simple.