

KONNECT TARIFFS AND FEES GUIDE

Updated: 01.07.2022

NON-RECURRING FEES			
Activation fee	€35 Inc. VAT, payable upon order.		
Shipment fee	€15 Inc. VAT, payable upon order.		
Standard 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. The remaining €149 Inc. VAT will only be charged to your first monthly invoice after the successful Activation of your Service.</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 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 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	€329 Inc. VAT
		1 installer - 2 appointments	€439 Inc. VAT
		2 installers - 2 appointments	€787 Inc. VAT
	CASE 2	1 installer - 1 appointment	€109 Inc. VAT
		1 installer - 2 appointments	€219 Inc. VAT
	CASE 3	1 installer - 1 appointment	€199 Inc. VAT
		1 installer - 2 appointments	€309 Inc. VAT
		2 installers - 2 appointments	€659 Inc. VAT
	CASE 4	1 installer - 1 appointment	€399 Inc. VAT
		1 installer - 2 appointments	€509 Inc. VAT
	CASE 5	Fees depend on the situation of each Subscriber, based on personalised quote.	
	CASE 6		
	CASE 7		

	Standard and 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.
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 €229 Inc. VAT to €409 Inc. VAT depending on the time spent by the engineer.
Removal	<p>You shall bear the cost of removing the Konnect Equipment. However, if You benefited 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 engineers 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>
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 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>
Return fees and invoicing of the Konnect Equipment	<p>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>In case of withdrawal or termination, You will be asked to return only the Modem Box ((with the wifi router along with its cable and power supply unit) included in the Konnect Equipment using the shipping label provided to you by Eutelsat S.A., cost being borne by Eutelsat S.A.. In case of Your failure to return the Modem (with the wifi router along with its cable and power supply unit) within 30 days from the notification of</p>

	<p>Your withdrawal or termination, You will receive an invoice for €130 Inc. VAT for 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 caused by You and not as a result of a manufacturing defect.</p> <p>In the event that the malfunction of the Konnect Equipment caused by You and not as a result of a manufacturing defect 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 • Transmit and Receive Integrated Assembly (TRIA): €50 Inc. VAT
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MONTHLY FEES	Konnect Starter	Konnect Life	Konnect Plus
Monthly Package price (excluding offers)	€37.90 Inc. VAT/month	€47.90 Inc. VAT/month	€67.90 Inc. VAT/month
Konnect Equipment	Supplied to You by Eutelsat S.A.		
Public IP Address Option	Monthly price: €5 Inc. VAT/month		
Offer(s)	<ul style="list-style-type: none"> - Under the current “30-Day No Commitment Promise” applicable to any first subscription to a Konnect Package made between July 1 and September 28, 2022 (included), you are offered the possibility to terminate your contract without paying the termination fee for a period up to thirty (30) calendar days following the Activation of the Service. Your Activation fee and Your Shipment fee will be refunded but you will not be refunded the standard and any non-standard installation costs if they apply. - Plus and Life Promotion 2022 Konnect Plus: any first subscription per household to a Konnect Plus package made between July 1 and September 28, 2022 (included) will enjoy for three months: (i) the Plus package at the discounted rate of €47.90 Inc. VAT/month (instead of €67.90 Inc. VAT/month); (ii) the standard Professional installation at the discounted rate of €0 (instead of €149 Inc. VAT/month). Konnect Life: any first subscription per household to a Konnect Life package made between July 1 and September 28, 2022 (included) will enjoy for three months: (i) the Lite package at the discounted rate of €37.90 Inc. VAT/month (instead of €47.90 Inc. VAT/month); (ii) the 		

	<p>standard Professional installation at the discounted rate of € 79 Inc. VAT/month (instead of €149 Inc. VAT/month).</p> <p>This offer automatically runs in conjunction with our “30-day no-commitment promise” but not with any other promotion.</p>
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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.