

(1) **Eligibility:** package reserved for home use on condition of availability in the region selected. **Price:** prices include all taxes. **Activation fee:** the Activation fee of £49 Inc. VAT is invoiced following your first order. **Payment:** the Activation fee is payable at the time of the subscription; the recurring fees are payable monthly. **Additional fees:** potential additional fees (non-standard installation, termination fee, non-return equipment fee...) are listed in the "[konnect Tariffs and Fees Guide](#)". **Konnect Equipment:** the Konnect Equipment is essential for the use of our satellite internet services and is provided by Eutelsat S.A.. **Delivery:** Konnect Equipment is delivered ten (10) working days following the receipt by Eutelsat S.A. of the payment of Your Activation fee, of Your Contract signed and of a valid mean of payment of Your monthly fee. **Installation:** standard installation of the Konnect Equipment (and activation of the services) is performed by a professional approved by Eutelsat S.A. within twenty (20) working days following the receipt by Eutelsat S.A. of the payment of Your Activation fee, of Your Contract signed and of a valid mean of payment of Your monthly fee, at Eutelsat S.A.'s cost for your first subscription. Standard installation depends on the location of the installation and its complexity, but it does not depend on the number of hours required to complete the installation. Standard installation depends, in particular, on the possible locations for the antenna (lateral walls that are easily accessible with a class-1 ladder (up to 130Kg load), a 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, the distance of cable routing - 30m with a standard Konnect Equipment cable. The routing of the cable must be satisfactory and achievable). Any non-standard installation is liable to incur additional fees at your cost, which will be specified by the installers and be subject to your prior approval (to find out more about the types of non-standard installation and the associated fees, consult the "[Contractual Conditions](#)" and "[konnect Tariffs and Fees Guide](#)"). 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 the case of termination or withdrawal. **Right of withdrawal:** as a consumer, in case of distance contract, You benefit from a withdrawal period that must be exercised (for example by fulfilling and sending Us this [form](#)) no later than fourteen (14) calendar days after the Activation of the Service included in Your Package. In case of withdrawal, your Activation fee will be reimbursed (but not the potential non-standard installation fee). **Duration:** initial subscription 11 months plus the *pro-rata* of the month during which your service is activated (at the same time your Konnect Equipment is installed). **Data speed:** speeds are expressed in Megabits per second. The speeds advertised are average speeds available within your priority data allowance. They may vary and are not guaranteed (for more information on data speed, consult the [Standard Information Sheet](#)). **Priority Data:** with the konnect Easy, konnect Zen and konnect Max packages, once you reach 20Gb, 60Gb and 120Gb of data consumption respectively, your data consumption may be reduced in favour of other users on the network during peak times, and your download speed may be affected. Your consumption is not counted at night (from 01:00 to 06:00 in the morning - local time). **Latency:** latency is between 600 and 700 milliseconds. **Video:** The quality of continuous video streaming is indicated "up to", which means that there is a maximum quality that the Household or family can achieve for one video stream with the konnect Package (depending on the Package purchased). It may vary and it is not guaranteed. **Online gaming and websites requiring a fast response time:** You are informed that the characteristics of satellite internet connection are not suitable for this type of use. **Termination:** You can terminate Your

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## Precontractual information

subscription by respecting the contractual notice period of thirty (30) days, but if You are still committed You will be required to pay a termination fee proportional to the number of months remaining of your commitment (i.e. 100% of the sums remaining due between the effective termination date and the expiration of the last month of my commitment period), except in the case of termination for legitimate reason (in accordance with Section 15.02 of the [Contractual Conditions](#)). **After-sales assistance:** please refer to the [Standardized Information Sheet](#). **Dispute resolution:** We will always do Our best to find an amicable solution to potential disputes before going to court, in particular through a mediation process (in particular via <https://www.cedr.com/consumer/cisas/>). For more information on the contractual conditions for the konnect packages (in particular regarding security or integrity incidents management, maintenance and services, or commercial guarantees), consult the [Contractual Conditions](#).

**Processing your data:** Unless indicated “optional”, the information collected is required to process your request. This information is the subject of automated processing under the responsibility of Eutelsat S.A. (marketing konnect's product and services) and is intended for use by departments within Eutelsat S.A., the companies belonging to Eutelsat S.A.'s group and its suppliers responsible for the processing of your request and subsequent actions. You also have a right to access, correct, limit, delete, oppose (for legitimate reasons) the processing of your personal data, their sharing with third parties, to oppose the reception of marketing information, a right to the portability of your data, a right to define what happens to your personal data after your death and, as appropriate, to withdraw your consent at any time. You can exercise your rights by sending an email to the following address: [dpo@konnect.com](mailto:dpo@konnect.com) or by regular mail at: Eutelsat S.A. – DPO Service konnect – 32, Boulevard Gallieni - 92130 Issy-les-Moulineaux – France, with proof of identity. For more information on your rights and the way in which Eutelsat S.A. stores and uses your personal data, we invite you to consult our [Personal Data Protection Policy](#).

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