



## FAIR USE POLICY

### Data speeds and network management

The konnect Packages provide high-speed internet access with a theoretical average speed of up to 22, 37 and 75 megabits per second (**Mbps**) download speed (data received by the Subscriber) for the konnect Easy, konnect Zen and konnect Max Packages respectively, and 3 Mbps upload speed (data sent by the Subscriber). These speeds are not guaranteed.

Latency is between 500 and 600 milliseconds.

The speeds stated (data speed) are theoretical average speeds, accessible by the use of the Konnect Equipment, subject to the use of the Service under normal conditions, the Subscriber's location within the Coverage Zone, the continued compliance with technical requirements, the absence of meteorological events impacting the Service, and the satisfactory installation and orientation of Your Konnect Equipment.

Concerning the specificities of the satellite technology, no minimum speed can be guaranteed. For more information on data speeds, We invite You to read the [Standard Information Sheet](#), the content of which is liable to change, for the same reason.

In particular, these data speeds may be limited due to the following cases:

- obsolete equipment;
- Your cabling and/or Your electrical installation;
- the configuration of Your buildings, Your connected devices, software and applications installed, their type, or of any connectors used and settings selected for equipment;
- applications and/or websites visited, the bandwidth developed at their end, and the number of internet users visiting them simultaneously;
- the use of Wi-Fi, PLC boxes, a patch bay, or any other intermediate equipment allowing the reception of the internet connection;
- heavy network use by all Users, i.e. congestion thereof;
- the presence of obstacles to receiving and sending the satellite signal;
- in case of use involving a high consumption of traffic or bandwidth, sharing of connections or simultaneous use of Your connected devices (PCs, tablets, smart watches, etc.); multiple use of intermediate connection equipment; updates (software, applications, etc.); online games; viewing videos, in particular via streaming; viewing TV feeds, in particular when using the TV decoder-recorder; uploading or downloading content and/or data; the use of secure VPNs; etc.

Furthermore, if You change the settings on Your Konnect Equipment, the new settings may have a detrimental effect on the quality of the Service.

With the konnect Easy, konnect Zen and konnect Max Packages, You have internet data consumption for which the traffic is prioritized up to 20Gb, 60Gb and 120Gb respectively, without guaranteed capacity. If You exceed 20Gb, 60Gb or 120Gb of data consumption, Your consumption may be prioritized after the consumption of other users of the Eutelsat S.A. network in case of congestion. Your data speed may be affected (please note, Your consumption is not counted at night from 01:00 am to 06:00 am local time for the calculation of Your prioritized data) until the start of the next monthly period of Your Package. The volume of prioritized data consumed is reset at the start of each new monthly period of Your Package. The volume of priority data not consumed within a given month is not carried over to the following month.



You can monitor Your data consumption in Your “my konnect” Customer Space or by calling Customer Services on 01869 722 861.

Even if You have not reached Your prioritized data limit, Your data speed may be reduced, particularly during periods of high use by all users on the EUTELSAT KONNECT satellite network whether or not they are Eutelsat S.A. customers.

We further inform You that certain Internet protocols are prioritized over others (e.g. https over peer-to-peer protocols). The use of non-prioritized internet protocols may affect the speed of Your Service for this use, and may result in the suspension of Your Services in the event of misuse which is detrimental to other users of the network as a result of the monopolization of bandwidth, or which may result in a malfunction of the Service or of the EUTELSAT KONNECT satellite network.

If You encounter difficulties with the advertised speeds for any reason other than those stated above and which are not the fault of Eutelsat S.A. (and on condition of having used an internet speed-test approved for satellite internet such as that available on the Website) or in case of interruption of Service, We invite You to contact Us on 01869 722 861 or to write to Us via Your “my konnect” Customer Space. In case of interruption of Service, that is not the result of Your own fault, that of a User, or of any other object or animal which You may have care of, You may be eligible to compensation in accordance with the regulations in force.

#### **Use of konnect Satellite Internet Access Services**

You are solely responsible for the data that You view, search, store, transfer, download or upload using the Packages. Consequently, when the Services are used with an Internet-type network, You are responsible for ensuring the security of and any moderation thereof.

More specifically, but without limiting Yourself to this, You undertake to refrain from any publication, use, storage, communication, online publishing, by any means whatsoever, of any illicit content whatsoever (images, text, links, films, etc.), in particular advocating the apology of crimes against humanity, undermining the protection of minors (paedophilia, etc.), inciting racial hatred and violence, terrorism, suicide, undermining human dignity, banking fraud, membership of sects, infringement of copyright or the right to privacy, defamation, or infringement of intellectual property rights.

You furthermore undertake to refrain from exercising or participating, in any way, from any form of computer hacking, piracy or other operations intended to interrupt Our network or infrastructure or those of Our technical operators or third parties, or to cause interference with installations, equipment, signals or network, at risk of engaging Your responsibility.

You confirm that You have read and understood the above information and recommendations and the necessity to comply therewith.

Failure to comply with these rules may result in the full or partial suspension of the Services or the termination of Your Contract in accordance with Articles 14 and 15 of the [Contractual Conditions](#), including the sending of Emails, and that Eutelsat S.A. refuses all responsibility in case of damage resulting from the said non-compliance.