

# THE KONNECT PACKAGES: STANDARD INFORMATION SHEET

Updated: 11.04.2022

The Konnect Packages	Konnect Lite			Konnect Plus	
<b>Package Description</b>	The Konnect Satellite Internet Packages allow access to fixed satellite internet services via any of the EUTELSAT satellites network. This Service is provided exclusively to your installation address.				
<b>Eligibility conditions</b>	The availability of the Konnect Satellite Internet Packages in the Republic of Ireland is subject to coverage verification. The subscription to Konnect Satellite Internet Package is reserved for private customers over the age of 18. These Packages are for home use only.				
<b>Conditions of access to the Service</b>	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 any of the EUTELSAT satellites. This kit (called the " <b>Konnect Equipment</b> ") is made available by Eutelsat S.A. in the context of a subscription to one of the Konnect Satellite Internet Packages.  Regarding the accessibility of the Service, it is also necessary to take into account: <ul style="list-style-type: none"> <li>- Possible geographic obstacles to the reception of any of the EUTELSAT satellites network.</li> <li>- Possible legal obstacles to the installation of the equipment necessary to receive any of the EUTELSAT satellites network.</li> </ul>				
<b>Monthly Package price</b> (excluding offers)	<b>Konnect Lite</b> €47.90 Inc. VAT/month			<b>Konnect Plus</b> €67.90 Inc. VAT/month	
<b>Data Top-ups*</b>	<b>1 GB</b>	<b>2 GB</b>	<b>10 GB</b>	<b>20 GB</b>	<b>30 GB</b>
	€3	€4	€15	€25	€30
	*The Data Top-ups are only available for purchase by telephone on 04493 10800 and only for existing customers				
<b>Offers</b>	In case of an applicable offer We invite You to refer to the <a href="#">Konnect Tariffs and Fees Guide</a>				
<b>Konnect Equipment</b>	Supplied to You by Eutelsat S.A.				
<b>Additional fees</b>	<ul style="list-style-type: none"> <li>- €35 Inc. VAT Activation fee, payable upon order of the Konnect Service.</li> <li>- €15 Inc. VAT Shipment fee, payable upon order of the Konnect Service.</li> <li>- €299 Inc. VAT for the standard installation of which Eutelsat S.A. will pay €150 Inc. VAT and You will pay €149 (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:</li> </ul>				

**It's that simple.**

	<ul style="list-style-type: none"> <li>- Building's lateral walls easily accessible with a class-1 ladder (up to 130Kg load);</li> <li>- 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;</li> <li>- Ground-floor with concrete base with good satellite visibility;</li> <li>- Distance of cable routing - 30m with a standard Konnect Equipment cable. The routing of the cable must be satisfactory and achievable.</li> </ul> <p>To find out more about the types of non-standard installations and the fees associated, please consult our "<a href="#">Contractual Conditions</a>" and "<a href="#">Konnect Tariffs and Fees Guide</a>".</p> <ul style="list-style-type: none"> <li>- Early termination fees during the commitment period are calculated according to the number of months left of the commitment period (see details below).</li> </ul>					
<p><b>Commitment period</b></p>	<p>The Konnect Satellite Internet Packages are for a period of eleven (11) full months plus the <i>prorata</i> of the month during which Your Service was activated. Then renewed monthly.</p>					
<p><b>Changing Package</b></p>	<p>You can freely change your Package at any time, it being specified that if You are still in Your initial commitment period, its duration will not be affected.</p>					
<p><b>Characteristics of Satellite internet</b></p>	<p><b>There is no maximum monthly volume of data for each Package.</b> However, each Package contains a set data allowance. If You exceed this data allowance, it may impact on upload/download speeds, in particular depending on the potential congestion on, and conditions of the EUTELSAT satellites network during use by the Subscriber, the speeds shown for the Packages not being guaranteed.</p>					
	<p><b>Konnect Lite</b> 75 GB Data allowance</p>	<p><b>Konnect Plus</b> 150 GB Data allowance</p>				
	<p><b>Additional information</b> The volume of data consumed between 01:00am and 06:00am local time is not counted and is not deducted from the data allowance. The volume of data from the data allowance not consumed within one (1) month is not carried over to the following month (please note that same rule applies for the Data Top-ups: the data purchased need to be used before the end of the calendar month during which they are activated; it will not be carried over to the following month). To view Your consumption, login to Your "My Konnect" Customer Portal.</p>					
<p><b>Theoretical maximum, normally available and minimum download/upload speeds</b></p>	<p><b>Within the data allowance, the Konnect Equipment allows you to exchange data over the Internet by enjoying:</b></p> <p><b>Theoretical maximum data speeds (advertised speed), of up to</b></p> <table border="1" data-bbox="438 1787 1505 1944"> <tr> <td data-bbox="438 1787 970 1865"> <p><b>Konnect Lite</b></p> </td> <td data-bbox="970 1787 1505 1865"> <p><b>Konnect Plus</b></p> </td> </tr> <tr> <td data-bbox="438 1865 970 1944"> <p><b>50 Mbps</b> max. download speed</p> </td> <td data-bbox="970 1865 1505 1944"> <p><b>100 Mbps</b> max. download speed</p> </td> </tr> </table> <p>And <b>5 Mbps</b> max. upload speed</p>		<p><b>Konnect Lite</b></p>	<p><b>Konnect Plus</b></p>	<p><b>50 Mbps</b> max. download speed</p>	<p><b>100 Mbps</b> max. download speed</p>
<p><b>Konnect Lite</b></p>	<p><b>Konnect Plus</b></p>					
<p><b>50 Mbps</b> max. download speed</p>	<p><b>100 Mbps</b> max. download speed</p>					

	<b>Normally available speeds</b>	
	<b>Konnect Life</b>	<b>Konnect Plus</b>
	<b>37 Mbps</b> normally available download speed	<b>75 Mbps</b> normally available download speed
	And <b>3,5Mbps</b> normally available upload speed	
	<b>Theoretical minimum data speeds</b>	
	<b>Konnect Life</b>	<b>Konnect Plus</b>
	<b>25 Mbps</b> min. download speed	<b>50 Mbps</b> min. download speed
	And <b>0,5 Mbps</b> min. upload speed	
	The speeds stated constitute 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..	
<b>Latency</b>	Latency is between 600 and 700 milliseconds.	
<b>Limitations linked to video</b>	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 that the Household or family can achieve for one video stream with its Konnect Package (depending on the Package purchased), without guarantee.	
	<b>Maximum video viewing quality:</b>	
	<b>Konnect Life</b>	<b>Konnect Plus</b>
	<b>HD Ready definition (720p)</b>	<b>Full HD definition (1080p)</b>
<b>Other uses</b>	<p><b>For information:</b></p> <ul style="list-style-type: none"> <li>▪ 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 make the most of Your Services.</li> <li>▪ The characteristics of the satellite internet connection are not suitable for uses requiring a rapid response time (e.g. Online gaming, etc.).</li> <li>▪ Heavy website to load or highly secured (including certain VPN) can be difficult to access in particular as a result of Your browser settings.</li> <li>▪ Some websites are not accessible outside their country of origin.</li> </ul>	
<b>Parental control</b>	To ensure the online safety of Your minors 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 minors.	

	<p>It is also possible to customize adapted browsing profiles, set Internet access schedules, consult the history of sites visited, as well as create "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"> <li>- Cybersitter: <a href="http://www.cybersitter.com/">http://www.cybersitter.com/</a></li> <li>- Witigo: <a href="https://www.witigo.eu/">https://www.witigo.eu/</a></li> <li>- McAfee Private Service: <a href="https://www.mcafee.com/en-us/for-home.html">https://www.mcafee.com/en-us/for-home.html</a></li> <li>- Xooloo: <a href="https://www.xooloo.com/">https://www.xooloo.com/</a></li> </ul>
<p><b>Characteristics of the Konnect Equipment</b></p>	<p>The Konnect Equipment consists of: a 74cm or 90cm (without extra fees) satellite dish, 1 Watt TRIA, mounting, coaxial cable (30m), HT2000W modem with Wi-Fi router, power supply unit and Ethernet cable.</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 shipping label provided to You at the end of your contract (termination, withdrawal, etc.) Failure to do so will result in an invoice.</p>
<p><b>Indicative time for Activation of Service</b></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 will be sent to the delivery address as stipulated by You at your point of order within ten (10) working days following the receipt by Eutelsat S.A. of the payment of Your Activation fee, Your Shipment fee, of Your Contract signed and of a valid means of payment of Your monthly fee.</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 twenty (20) working days following the receipt by Eutelsat S.A. of the payment of Your Activation fee, Your Shipment fee, of Your Contract signed and of a valid means of payment of Your monthly fee) 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 <a href="#">Konnect Tariffs and Fees Guide</a>) may be charged to You.</p>
<p><b>Withdrawal period</b></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 the Activation of the Service included in Your Package, Eutelsat S.A. reserving 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. Your Activation fee and Your Shipment fee will be refunded.</p> <p>Standard and 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 style="text-align: center;"><b>"60-Day No Commitment Promise"</b></p> <p>In addition to the foregoing, under the current <b>"60-Day No Commitment Promise"</b> applicable to any first subscription made between May 1, 2021, and June 30, 2022 (included), you are offered the possibility to terminate your contract without paying the termination fee for a period up to sixty (60) calendar days following the Activation of the Service. Your Activation fee and Your Shipment fee will be refunded but you will not be refunded any standard or non-standard installation costs if they apply.</p>

	In any case, You are responsible for returning the Modem Box (accompanied by the cable and power supply unit) within a period of thirty (30) days since the communication of the withdrawal/termination. Failure to do so will result in an invoice.
<b>Termination</b>	<p><b>If You are still committed</b> 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><b>If You are no longer committed</b> You are free to terminate Your subscription by observing the contractual notice period.</p> <p><b>In any event:</b> You are responsible for returning only the Modem Box accompanied by the cables and power supply unit. Failure to do so will result in an invoice for this equipment.</p>
<b>Contractual Conditions applicable</b>	The Contractual Conditions applicable to the Packages are available via the link <a href="https://europe.konnect.com/sites/europe/files/2021-05/contract_ir21.pdf">https://europe.konnect.com/sites/europe/files/2021-05/contract_ir21.pdf</a>
<b>Additional Pricing Information</b>	Additional pricing information for the Packages is available in the Konnect Tariffs and Fees Guide via the link <a href="https://europe.konnect.com/sites/europe/files/2020-12/ir_price_guide3.pdf">https://europe.konnect.com/sites/europe/files/2020-12/ir_price_guide3.pdf</a>

## CUSTOMER SERVICES & COMPLAINTS

<b>Customer Services</b>	<p><b>You can contact Customer Services:</b></p> <ul style="list-style-type: none"> <li>- By sending a message to a Eutelsat S.A. client advisor using the contact form in Your "My Konnect" Customer Portal, or via the Konnect Website;</li> <li>- Or by calling Us on 0449 317 023 (free service + local call fee), available Monday to Saturday 09:00am to 06:00pm.</li> </ul>
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<p><b>Complaints</b></p>	<p><b>In case of a complaint, please follow the following steps:</b></p> <ul style="list-style-type: none"> <li>- <b>Step 1:</b> Contact Customer Services by phone (0449 317 023) or via your "My Konnect" Customer Portal; Eutelsat S.A. will make every effort to reply to You as quickly as possible and in any case within fifteen (15) calendar days as from the date of receipt of Your request;</li> <li>- <b>Step 2:</b> If you do not receive a response within fifteen (15) calendar days as mentioned above, or 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 <a href="#">Contractual Conditions</a>; 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;</li> <li>- <b>Step 3:</b> in the event that, after having respected the 1<sup>st</sup> and the 2<sup>nd</sup> steps, in the absence of a response within the fifteen (15) calendar 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 <a href="https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.chooseLanguage">https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.chooseLanguage</a>).</li> </ul>
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