



## Precontractual information

**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 £ 35 Inc. VAT is invoiced following your first order. **Shipment fee:** The Shipment fee of £15 is invoiced upon order. **Payment:** The Activation fee and the Shipment fee are payable at the time of the subscription; the recurring fees are payable monthly. **Standard Professional installation fee:** standard Professional installation of the Konnect Equipment, amounting to £299 Inc. VAT and of which £150 Inc. VAT are borne by Eutelsat S.A. and £149 Inc. VAT remains at Your expense. **Self-installation:** If You choose self-installation, You will not pay Eutelsat for installation; however the Activation Fee and the Shipment fee apply and potentially a Reservation fee.).Please check the [Konnect Tariffs and Fees Guide](#). **Additional fees:** potential additional fees (non-standard Professional installation, termination fee, reservation 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.. It will have to be returned to Eutelsat S.A. at the end of your Contract. **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 Shipment fee of Your Contract signed and of a valid means of payment of Your monthly fee. **Installation. Self-Installation:** is performed by You following the delivery of the Konnect Equipment. **Professional installation:** standard and non-standard Professional installation of the Konnect Equipment and Activation of the services are 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 Shipment fee, of Your Contract signed and of a valid means of payment of Your monthly fee, at Eutelsat S.A.'s cost for your first subscription. Standard Professional 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 Professional 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 exterior 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 Professional 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 Professional installation and the associated fees, consult the "[Contractual Conditions of the Service](#)", the "[Delivery and Installation Contractual Conditions](#)" and the "[Konnect Tariffs and Fees Guide](#)"). Standard and Non-standard Professional 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 and Your Shipment fee will be reimbursed (but not the standard and potential non-standard Professional installation fee). The Reservation fee, (please check the [Konnect Tariffs and Fees Guide](#)) if any, will also not be reimbursed. **Duration:** initial subscription of 11 months plus the *pro-rata* of the month during which your service is activated (at the same time your Konnect Equipment is installed by the installation technician or by You in case of Self-Installation). **Data speed:** speeds are expressed in Megabits per second. The speeds advertised are average speeds available within your data allowance. They may vary and are not guaranteed (for more information on data speed, consult the [Standard Information Sheet](#)). **Data allowance:** with the Konnect Starter, Konnect Life and Konnect Plus packages, once you reach respectively 50 GB, 75 GB and 150 GB of data consumption, your data consumption may be reduced during peak times, and your download speed may be affected. Your data consumption is not counted between 01:00am to 06:00am –(local time). **Latency:** latency shall be lower than 800 milliseconds. **Video:** The quality of continuous video streaming is indicated "up to", which means

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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:** 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. **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](#). If you require a hardcopy of this information, you may download it [here](#).

**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, a right 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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