

Konnect Satellite Internet by Eutelsat S.A.

Contract summary

- This contract summary provides the main elements of this service offer as required by EU law¹.
- It helps to make a comparison between service offers.
- Complete information about the service is provided in other documents.

1) Services and equipment

Services: Satellite Internet.

Equipment: You will be provided with Konnect Equipment for the duration of Your Package which requires a partially exterior installation. It consists of: (i) a satellite dish (74 or 90cm), (ii) an aerial with receiver head (1W), mounting, coaxial cable (30m), (iii) a HT2000W modem (with Wi-Fi router), (iv) power supply and (v) Ethernet cable. Accessibility could be affected by legal or geographical obstacles.

2) Speeds of the internet service and remedies

<i>Speeds available within your priority data allowance, as defined in the Standard Information Sheet.</i>	Konnect Easy 20GB Priority data	Konnect Zen 60GB Priority data	Konnect Max 120 120GB Priority data	Konnect Max 200 200GB Priority data	Konnect Max 350 350GB Priority data
Maximum download and upload speeds*	30 Mbps 5 Mbps	50 Mbps 5 Mbps		100 Mbps 5 Mbps	
Average download and upload speeds*	22 Mbps 3.5 Mbps	37 Mbps 3.5 Mbps		75 Mbps 3.5 Mbps	
Minimum download and upload speeds*	15 Mbps 0.5 Mbps	25 Mbps 0.5 Mbps		50 Mbps 0.5 Mbps	

**Speeds are theoretical and depend on various factors: Your use, Your location, a compliant installation, the absence of obstacles, etc. In case of high network congestion, services with high broadband requirements (e.g. video streaming) may only be available to a limited extent; the download time may also be extended.*

Remedies: In the event of continuous or regularly recurring discrepancy between the actual speed and the performance indicated above, you may be entitled to remedies up to and including the right to terminate the contract without penalty where the relevant facts in relation to the actual performance of the Services are established by the competent authority.

3) Price

4)	Konnect Easy	Konnect Zen	Konnect Max 120	Konnect Max 200	Konnect Max 350
Activation Fee	£49 Inc. VAT, payable upon subscription				
Monthly Package Price	£29.99 Inc. VAT	£44.99 Inc. VAT	£69.99 Inc. VAT	£99.99 Inc. VAT	£149.99 Inc. VAT
Standard Installation	Borne by Eutelsat S.A., unless non-standard installation is required.				

** The installation depends on many local conditions. To find out more about the types of non-standard installations and the fees associated, please consult our [Contractual Conditions](#) and [konnect Tariffs ad Fees Guide](#) via <https://europe.konnect.com/en-GB>*

5) Duration, renewal and termination

Duration: commitment period of eleven (11) full months plus the *pro rata* of the month during which the Package was activated. At the end of the commitment period, the Package is automatically renewed for successive periods of one (1) month.

Termination: In case of termination prior to the expiry of the commitment period, You will be required to pay an early termination fee calculated as follows: the monthly fee equivalent to Our cheapest package existing at the time of Your subscription applied to the number of remaining months between the end of the 30-day notice period and the end of Your minimum commitment period. You may also terminate your contract free of charge thirty (30) days' prior written notice to Eutelsat S.A. on the basis of the legitimate reasons set out in Article 15 of the [Contractual Conditions](#) or if you are outside of your commitment period.

Return of the modem: in the event of withdrawal or termination, You must return the modem within 30 days. If you fail to return the modem, You will be charged €130 Inc. VAT.

6) Features for end-users with disabilities

At your request, Eutelsat S.A. can provide the Contractual Conditions in braille format.

7) Other relevant information

The 14-day withdrawal period begins with the activation of your package, not the receipt of your contract.

¹ Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).