

# Offer Orange Satellite with Nordnet

## Contract Summary

Date : 16/12/2024

Nordnet - 245 Boulevard de Tournai – 5<sup>th</sup> floor - CS 20458 - 59664 Villeneuve d'Ascq Cedex - FRANCE.  
**Contact and support** : Tél. : +33.9 69 360 360 (Price of a VOIP call to France) monday to Friday, 8.30am to 7pm and 9am to 6pm on Saturday.

**Website**: [www.nordnet.com](http://www.nordnet.com) « Send us a message »

**Customer area**: Nordnet mobile application or [client.nordnet.com](http://client.nordnet.com)

**Support** : <http://assistance.nordnet.com>

This contractual summary sets out the main elements of this service offer, as required by EU law. It enables you to compare service offers. Full details of the service can be found in other documents at <https://www.nordnet.com/be/en/orange-satellite>.

## Services and Equipments

Orange Satellite with Nordnet is an Internet access offer via satellite (fixed network). It is reserved for Belgium and for limited residential or professional use.

It requires a Satellite Kit compatible with the K-VHTS satellite (2.7° East Jupiter 3), offered for purchase by Nordnet and comprising a NordnetBox Emotion (including Wi-Fi 6 (high-performance secure router), a satellite dish; an Internet transmit/receive head; a satellite modem, 4 Ethernet 10/100/1000 Mb/s ports and 2 RJ11 ports, Wi-Fi 6 802.11a/n/ac/ax 5GHz, UPnP AV multimedia server, DLNA compatible; installation guide; mast; anti-vibration reinforcements and screws.

In addition, to benefit from the Internet service, you must have an Internet browser and a compatible device.

It is also necessary to take into account any physical, geographical or legal conditions that may prevent the installation of the Satellite Kit or the Internet connection from functioning. The offer does not include any recovery time or minimum service quality level, as the services provided meet the characteristics of the offer, unless otherwise required by law or regulation. The offer is activated once the complete and valid order has been digitally signed and/or received by Nordnet.

**Internet access speed and recourse** (See applicable Contractual Conditions <https://www.nordnet.com/be/en/terms-and-conditions>)

The Nordnet Satellite Kit allows you to exchange data via the Internet with the following theoretical maximum speeds:

	Download speed in Megabits per second	Upload speed in Megabits per second
Minimum speed	30 Mbps	2 Mbps
Average speed	170 Mbps	10 Mbps
Theoretical maximum speed	208 Mbps	13 Mbps
Advertised speed	200 Mbps	10 Mbps

The **maximum speeds** are understood to be those available on the Satellite Kit, subject to normal use, your location within the geographical area, the absence of impact of an external element on the service provided by Nordnet, the correct installation of the Satellite Kit as well as its correct polarization and pointing. You can monitor your consumption via the Nordnet Customer Area. If, under normal use, the quality of the service does not correspond to the description given in the contract, or in the event of a permanent or recurring discrepancy between the actual performance and the performance indicated in the contract, compensation may be requested. For any further information or complaint, please contact us via the "Contact us" section of the [client.nordnet.com](http://client.nordnet.com) page, or by post to the Customer Management Department at the following address: Nordnet - 245 Boulevard de Tournai - 5th floor - FRANCE, or via the following number: +33.9 69 360 360 (Price of a VoIP call to France).

**Price** : Orange Satellite with Nordnet offer at €40.5 ex VAT or €49 incl. VAT/month. Satellite Kit available for €329,75 excluding VAT (€399 incl. VAT).

## Duration, renewal, termination

The contract is concluded for a period of 12 months (see Contractual Conditions). If you are a consumer, a non-professional or a small professional, you have the right of withdrawal. See <https://www.nordnet.com/be/en/terms-and-conditions> for the applicable contractual conditions. At the end of this 12-month period, the subscription will be tacitly renewed from month to month.

You may terminate it at any time, subject to the applicable contractual conditions, in writing either (1) online, via the function available in your Customer Area. (2) In writing, dated and signed, via the "Contact us" section of [www.client.nordnet.com](http://www.client.nordnet.com), or by post, addressed to the Customer Management Department at the address given above. Your request for cancellation will be processed within ten days of receipt by Nordnet of this complete request, unless you specify a specific deadline which may not exceed two months. In the event of a change of technology or satellite operator, you may specify the desired effective termination date in order to limit any interruption of services due to the removal of equipment.

If you send your cancellation request before the end of the first 6 months of your commitment, you are required to pay, in one instalment, upon effective cancellation, the sums remaining due between the effective cancellation date and the end of the 6th month of your commitment (unless your home becomes eligible for fiber or in the event of a legitimate reason, subject to justification provided by you). See <https://www.nordnet.com/be/en/terms-and-conditions> for applicable contractual conditions.

## Features for disabled end-users

If you are deaf, hard of hearing, deafblind or aphasic, access the Aceo service, available in French and English, at <https://app.aceo-o.fr/client/nordnet>.

## Other useful information - Use restrictions

- Use of the Offer must remain limited to the strict residential context of the household, or in a limited professional context, for the limited number of authorized employees.
- Certain uses, such as simultaneous use of the network, connection relays, streaming or video-on-demand, or large downloads consuming large volumes of data, can have an impact on throughputs, so we advise you to make reasonable use of them. To get the most out of the Offer, we advise you to use devices whose characteristics support the speeds offered in the Offer.
- Satellite connection characteristics (latency/ping) are not suitable for uses requiring fast response times (e.g. online games, etc.).

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