

## PRE-CONTRACTUAL INFORMATION DOCUMENT (CONTRACT SUMMARY)

### Orange Satellite with Nordnet Offer

proposed by NORDNET SA, with a capital of 225.000€, residing at 245 boulevard de Tournai - 59650 Villeneuve d'Ascq - France, registered with the RCS of Lille Métropole (France) n°402 974 489, registered with the BIPT.

#### To contact us :

- Via the Customer Area on [client.nordnet.com](http://client.nordnet.com)

#### Features of the Offer

The Orange Satellite with Nordnet offer is a satellite Internet access offer (fixed network) with the following main characteristics:

The Orange Satellite with Nordnet offer is reserved for Belgium and for limited residential or professional use.

To access it, you need to use and install the Satellite Kit compatible with the K-VHTS satellite (2.7° East Jupiter 3) comprising :

- NordnetBox Emotion (Wi-Fi 6 included) : High-performance secure modem, 4 Ethernet ports 10/100/1000 Mb/s and 2 RJ11 ports, Wi-Fi 6 connection 802.11a/n/ac/ax 5GHz, A UPnP AV multimedia server, DLNA compatible ;
- Satellite equipment  
A satellite dish; an Internet transmitting/receiving head;  
A satellite modem;  
An installation guide;  
A mounting mast;  
Anti-vibration reinforcements and suitable screws and bolts.

The offer is activated once the complete and valid order has been digitally signed. It is available at the location where the satellite equipment in the Satellite Kit is installed (delivery time: within 15 days).

To benefit from this service, it is your responsibility to install the equipment in accordance with the Installation Guide provided and the pointing coordinates indicated. Details of the service and applicable contractual conditions can be consulted at <https://www.nordnet.com/be/en/terms-and-conditions>.

**Customer Area :** Mobile application Nordnet et moi or [client.nordnet.com](http://client.nordnet.com)

**Digital Assistance :** <http://assistance.nordnet.com>

#### Price

The Orange Satellite with Nordnet package costs €38.71 excl. VAT (€49 incl. VAT/month) and includes the following services:

- Broadband Satellite Internet Access,
- Digital technical assistance.

#### Nordnet

Limited liability company with share capital of €225,000  
245 Boulevard de Tournai – 59650 Villeneuve d'Ascq- FRANCE

+33 (0)9 69 360 360 (Price of a VOIP call to France)  
EU VAT number: FR 63 402 974 489

The Satellite Kit, whose satellite equipment is necessary to benefit from the Service, is offered for purchase by Nordnet at a price of €315.21 excluding VAT, i.e. €399 including VAT.

## Contractual terms and conditions

The contractual conditions of the Orange Satellite with Nordnet Offer can be consulted at <https://www.nordnet.com/be/en/terms-and-conditions>.

In particular, they include additional provisions concerning debits and limitations, the handling of complaints (including complaints about debits, and the conditions for referring matters to the Telecommunications Mediation Service), limitations of liability and use, the terms and conditions for amending the contract, terminating the contract, returning equipment in the event of replacement, the applicable law and the competent jurisdiction, and, where applicable, the right of withdrawal, after-sales service and personal data.

You can also access the Privacy Policy at <https://www.nordnet.com/be/en/personal-data-cookies-policy>.

## Speed

The Satellite Kit allows you to exchange data via the Internet, taking advantage of maximum theoretical speeds of up to 200 Megabits per second (Mb/s) in reception and up to 10 Mb/s in transmission. To track your traffic data consumption, you can consult the Customer Area on [client.nordnet.com](http://client.nordnet.com).

	Receive speed in Megabits per second	Transmit rate in Megabits per second
Minimum speed	30 Mbps	2 Mbps
Estimated average speed	170 Mbps	10 Mbps
Maximum speed	208 Mbps	13 Mbps
Advertised speed	200 Mbps	10 Mbps

The maximum speeds offered are understood to be those available on the Satellite Kit, subject to normal use, your location within Belgian territory, the absence of any impact of an external element on the Service provided by Nordnet, the correct installation of the Satellite Kit, its correct polarisation and pointing, and the maintenance of the prerequisites (e.g. changes in vegetation, construction, etc.).

These speeds are only indicative insofar as they may drop temporarily, depending on your consumption and in particular :

- During periods of high demand, or even saturation, of the satellite network by all users;
- Due to obstacles to the reception or transmission of the satellite signal, climatic factors, simultaneous use of the connection within your household, the use of PLC sockets or other connection intermediaries, the configuration of your premises, the connected devices used, their performance, and/or simultaneous connection;
- When downloading updates;
- Due to a Wi-Fi connection and/or the use of equipment/standards that only allow the reception of a certain level of speed;

### Nordnet

Limited liability company with share capital of €225,000  
245 Boulevard de Tournai – 59650 Villeneuve d'Ascq- FRANCE

+33 (0)9 69 360 360 (Price of a VOIP call to France)  
EU VAT number: FR 63 402 974 489

- Depending on the applications or sites consulted, in the case of specific uses of the Internet requiring a fast response time or ping, limited latency and/or a high speed or bandwidth, such as network games or sustained downloading (e.g. peer-to-peer software updates, VOD, etc.), downloading (up or down) of content or data, etc.
- Uses that cannot tolerate the transit time associated with satellite transmission constraints are not recommended. Details available at <https://www.nordnet.com/be/en/terms-and-conditions>

The speeds indicated may be objectively reduced by the satellite operator in order to ensure equitable use of the Internet between users of the satellite operator's network and in order to protect the operators' installations, particularly during periods of heavy use.

Your service may be suspended in the event of misuse: <https://www.nordnet.com/be/en/terms-and-conditions>.

For any further information or complaint regarding debits, please contact us via the Customer Area on [client.nordnet.com](http://client.nordnet.com).

### **Equipment return**

The equipment purchased must be returned to Nordnet in the event of replacement or exchange under the conditions defined in the applicable contractual conditions, in whole or in part depending on what the replacement or exchange relates to. Failing this, you may be billed for compensation (<https://www.nordnet.com/be/en/terms-and-conditions?anchor=pricelist>, under the heading 'Equipment'). Nordnet will bear the cost of returns.

However, the return costs will be reimbursed when the return of the equipment is linked to a lack of conformity under the legal guarantee of conformity.

### **Spare parts**

Some spare parts for the satellite equipment in the Satellite Kit can be purchased separately at the price specified on <https://www.nordnet.com/be/en/terms-and-conditions?anchor=pricelist>.

### **Choosing a modem/router (Internet box)**

You can choose not to use the NordnetBox modem/router provided that the one you have chosen corresponds to the technical characteristics of the latter and is compatible with the Satellite Kit in order to work with the Offer.

### **Warranty**

The offer complies with the advertised technical characteristics without any guarantee of the permanence of the maximum speeds advertised, given the satellite technology, or of a guaranteed minimum level of quality of service, unless there are mandatory legal or regulatory obligations to the contrary.

## Prerequisite

To benefit from the Internet Access Service, you must have an Internet browser and a compatible device.

Before ordering, it is necessary to consider the prerequisites, the elements that may prevent the installation of the Satellite Kit's satellite equipment, its correct operation or its use. These include (i) physical or geographical elements in the environment of your home. An unobstructed view to the south is required. The proximity of electromagnetic sources or vegetation may compromise signal reception; (ii) legal obstacles relating to your home (town planning regulations, co-ownership rules, owner's authorisation, etc.).

## Contract duration

The contract is concluded for a period of 12 months, with a minimum commitment period of 6 months. At the end of this minimum commitment period, the subscription will be tacitly renewed from month to month. If you wish to cancel before the end of the minimum commitment period, the sums remaining due between the effective cancellation of your subscription and the end of the minimum commitment period of 6 months must be paid in a single instalment once the cancellation is effective. After this minimum commitment period, or if you become eligible for Fibre and can prove that you have taken out a subscription, termination will be free of charge.

## Withdrawal

If you are a consumer, a non-professional, or if you are acting as a Micro-enterprise (as defined in the applicable Contractual Conditions) in the context of an off-premises contract, the purpose of which does not fall within the scope of your main activity (subject to providing proof), you have a right of withdrawal of 14 days from receipt of the materials.

This right of withdrawal may be exercised by letter addressed to Nordnet or via the dedicated form available on [www.nordnet.com/be/en/pdf/withdrawal-form.pdf](http://www.nordnet.com/be/en/pdf/withdrawal-form.pdf)

You will then be responsible for the postal charges for returning the equipment (for information : <https://www.bpost.be/en/price-calculator>).

## Cancellation terms

The contract may be terminated at any time by sending your request:

- Either online, via the function available in your Customer Area.
- In writing, dated and signed, sent via the 'Contact us' section available on [client.nordnet.com](http://client.nordnet.com);
- Or in writing, dated and signed, mentioning your customer number, the offer or option concerned, and if you are a micro or small company, the corresponding supporting documents, if applicable, sent by post to Nordnet, Customer Management Department, 245 boulevard de Tournai, 5th floor - CS 20458, 59664 Villeneuve d'Ascq Cedex, France.

In the event of termination for a legitimate reason, you should send your supporting documents to the Customer Administration Department.

### Nordnet

Limited liability company with share capital of €225,000  
245 Boulevard de Tournai – 59650 Villeneuve d'Ascq- FRANCE

+33 (0)9 69 360 360 (Price of a VOIP call to France)  
EU VAT number: FR 63 402 974 489

Your cancellation request will be processed within ten (10) days from the date of receipt by Nordnet of this complete request. You may, however, specify in your request a specific period of no more than two months in order to postpone the effective termination of your contract.

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 linked to the removal of equipment.

If you send your cancellation request before the end of the first 6 months of your contract, you are obliged to pay, in one instalment, at the time of the effective cancellation, the sums remaining due between the effective cancellation date and the end of the 6th month of your contract.

If the address of your home becomes eligible for fibre optic access while you are still committed to your Orange Satellite with Nordnet subscription and you wish to terminate your offer in favour of a fibre optic Internet access offer, the costs associated with early termination of your commitment will not be applied (upon presentation of proof).

## Claims

### 1st level of recourse

You can send your complaint to Nordnet's Customer Relations Department, specifying the elements necessary for your complaint to be taken into account (in particular the subject of your complaint, the offer subscribed to, your subscriber number, your customer number, your request) and any useful supporting documents:

- **Firstly**, via your Customer Area on [client.nordnet.com](http://client.nordnet.com), or
- by post, addressed to the Customer Relations Department, 245 boulevard de Tournai, 5th floor - CS 20458, 59664 Villeneuve d'Ascq Cedex, France.

### 2nd level of recourse

If you do not agree with the response given or in the absence of a response for more than one month from the date of receipt of your request by Nordnet, you may contact Nordnet's Service Recours Consommateurs by post via the Customer Area accessible on [client.nordnet.com](http://client.nordnet.com), or by post at the following address: Nordnet,

Service Recours Consommateurs, 245 boulevard de Tournai 5ème étage - CS 20458, 59664 Villeneuve d'Ascq Cedex France.

### 3rd recourse to the Telecommunications Mediation Service

If you are a Customer who does not provide a public electronic communications network or publicly accessible electronic communications services within the meaning of the Belgian law of 13 June 2005 relating to electronic communications, and

- your complaint to Nordnet's Consumer Complaints Department has remained unanswered for more than one month from the date of receipt by Nordnet,
- or if you are not satisfied with the response provided by the latter,
- or if there has been no response from the Customer Relations Department for more than two months,

you may refer the matter to the mediation service for telecommunications.

#### Nordnet

Limited liability company with share capital of €225,000  
245 Boulevard de Tournai – 59650 Villeneuve d'Ascq- FRANCE

+33 (0)9 69 360 360 (Price of a VOIP call to France)  
EU VAT number: FR 63 402 974 489

To do this, you can submit your request to the Mediation Service for Telecommunications by one of the following means: by appointment, by letter (Boulevard du Roi Albert II 8 boîte 3 - 1000 Brussels), by fax (02 219 77 88), by e-mail ([plaintes@mediateurtelecom.be](mailto:plaintes@mediateurtelecom.be)) or by completing the form available on the Mediation Service for Telecommunications website ([www.mediateurtelecom.be](http://www.mediateurtelecom.be)).

You must enclose a copy of the necessary documents and supporting evidence with your appeal.

### **Disabled persons**

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

### **Restrictions on use**

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 employees contractually authorised.

Certain uses, such as simultaneous use of the network, connection relays, streaming\*, video on demand and large downloads consuming large volumes of data, may have an impact on bandwidth. We therefore advise you to make reasonable use of these services. To get the most out of the Offer, we advise you to use devices whose characteristics support the speeds offered as part of the Offer.

\* Streaming: viewing audio or video online \*\* Piracy is detrimental to artistic creation.

The characteristics of the Satellite connection (latency/ping) are not suitable for uses requiring a fast response time (e.g. online games, etc.).

Certain Internet sites that are not very responsive or are highly secure may be difficult to access, particularly depending on the settings of your Internet browser or the bandwidth of these sites, during particular events that they implement, etc., without this being attributable to the Internet Access Service.

#### **Nordnet**

Limited liability company with share capital of €225,000  
245 Boulevard de Tournai – 59650 Villeneuve d'Ascq- FRANCE

+33 (0)9 69 360 360 (Price of a VOIP call to France)  
EU VAT number: FR 63 402 974 489

MOCK