Contract Information

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Starlink Internet Access Service (Fixed Satellite Broadband)
Starlink Internet Services Limited
Floor 3, Block 3, Miesian Plaza, Dublin 2, D02 Y754, Ireland
Contact: Submit a ticket in your user account at Starlink.com or the Starlink mobile app
Date: 28 October 2026
This document sets out the Contract Information required by Ofcom General Condition C1 (Annex to Condition C1, Tables A and B). It forms an integral part of the contract. Full terms are available at starlink.com/legal.

1. Identity and contact details of the provider

Provider: Starlink Internet Services Limited
Registered address: Floor 3, Block 3, Miesian Plaza, Dublin 2, D02 Y754, Ireland
Contact: Submit a support ticket via your user account at Starlink.com or the Starlink mobile app.
Complaints: Same as contact method above (include "Customer Complaint" in the subject).

2. Description of services

Main characteristics
Starlink provides two-way satellite-based fixed internet access service ("Service"), delivered via the Starlink satellite constellation and receivable with a Starlink dish, Wi-Fi router, power supply and mounts ("Starlink Kit" or "Kit").

Minimum quality of service levels / Service Level Agreement
No minimum quality of service levels or Service Level Agreement are offered for the standard Service, except where expressly stated for specific Priority plans. The Priority Plan service level agreement is available at www.starlink.com/legal.

Traffic management
Traffic management measures may be applied as described in the Fair Use Policy at starlink.com/legal. Starlink treats internet traffic equally, without discrimination based on content, sender, application or service. Network management practices are deployed based on technical requirements for specific categories of traffic. These practices are applied in an "application-agnostic" manner, meaning that the treatment of traffic is independent of the content data. Starlink reserves the right to prevent or mitigate network congestion on the Services, including reducing speeds for some or all users.

Volume limitations and impact on content/apps

- Residential plans and Roam Unlimited: Unlimited data for personal and household use (business or enterprise use prohibited).
- Roam 100 GB: 100 GB of high-speed data, then unlimited data at up to 1 Mbps download and 0.5 Mbps upload.
- Local Priority and Global Priority: Data allotment as selected; after the allotment, unlimited data at up to 1 Mbps download and 0.5 Mbps upload.

Data resets each billing cycle and does not roll over. Volume limitations and congestion may reduce speeds during peak times and can affect the performance of high-bandwidth applications (streaming, large downloads, video calls, gaming).

Specialised services
No specialised services are offered.

Terminal equipment
The Service requires a Starlink Kit (dish, router, power supply and mounts). Conditions and any fees relating to the Kit are set out in the Terms of Service.

3. Speeds of the internet service

Stated speeds and uninterrupted use of the Service are not guaranteed. Actual speeds vary by location, time of day, plan, weather, obstructions and network load.

Expected speeds during peak hours of usage:

Service Plan	Download – Minimum	Download – Normally Available	Download – Maximum	Upload – Minimum	Upload – Normally Available	Upload – Maximum	Latency
Residential Max	50 Mbps	50–300 Mbps	400 Mbps	15 Mbps	15–35 Mbps	35 Mbps	25–50 ms
Residential 100 Mbps	80 Mbps	80–100 Mbps	100 Mbps	15 Mbps	15–35 Mbps	35 Mbps	25–50 ms
Residential 200 Mbps	80 Mbps	100–200 Mbps	200 Mbps	15 Mbps	15–35 Mbps	35 Mbps	25–50 ms
Roam (100 GB / Unlimited)	65 Mbps	100–260 Mbps	260 Mbps	15 Mbps	15–35 Mbps	35 Mbps	25–50 ms
Local Priority	50 Mbps	80–400 Mbps	400 Mbps	10 Mbps	10–30 Mbps	30 Mbps	25–50 ms
Global Priority	50 Mbps	80–400 Mbps	400 Mbps	10 Mbps	10–30 Mbps	30 Mbps	25–50 ms

Location-based information is available at starlink.com/map.

Remedies for significant and regular shortfall

In the event of a significant and regular shortfall of the expected performance referenced above that is attributable to Starlink, you may cancel the service without penalty. No other remedies are available.

4. Price

Monthly service prices (inclusive of taxes):

Plan	Monthly Price	Additional Data
Residential – 100 Mbps	£40	Unlimited data
Residential – 200 Mbps	£60	Unlimited data
Residential – Max	£80	Unlimited data
Roam – 100 GB	£55	Not Available
Roam – Unlimited	£100	Unlimited data
Local Priority 50 GB	£30	+50 GB (+£14/month); +500 GB (+£70/month)

Plan	Monthly Price	Additional Data
Local Priority 500 GB	£86	+50 GB (+£14/month); +500 GB (+£70/month)
Local Priority 1 TB	£156	+50 GB (+£14/month); +500 GB (+£70/month)
Local Priority 2 TB	£296	+50 GB (+£14/month); +500 GB (+£70/month)
Global Priority 50 GB	£215	+50 GB (+£85/month); +500 GB (+£425/month)
Global Priority 500 GB	£555	+50 GB (+£85/month); +500 GB (+£425/month)
Global Priority 1 TB	£980	+50 GB (+£85/month); +500 GB (+£425/month)
Global Priority 2 TB	£1,830	+50 GB (+£85/month); +500 GB (+£425/month)

After data allotment on applicable plans unlimited data at up to 1 Mbps download and 0.5 Mbps upload.

Depending on your service location, shipping or a one-time demand surcharge may apply to your order. Enter your address on www.starlink.com to check the prices at your location.
Activation charges: None for the service itself (hardware costs are separate).
Payment arrangements: Billed monthly in advance. Payment methods as selected in your account.

5. Duration, renewal and termination

Contract type: Month-to-month contract of indefinite duration until cancelled.
Cancellation by you: You may stop the recurring payment and cancel the service at any time within your user account with no penalty or fee.
Refunds: No refunds for the Starlink Kit, except for the initial 14-day right of withdrawal and 30-day trial period (see Terms of Service).
Price changes: Starlink may adjust prices at any time, with at least 30 days' prior notice. If Starlink adjusts the price, you may cancel without penalty.
Termination by Starlink: Starlink may terminate the contract with 30 days' notice.
Minimum duration of obligations: None beyond the current billing period (subject to any trial or withdrawal rights).
Early termination charges: None.

6. Delivery and provision of the service

Likely date of provision: As accurately as possible, service activation occurs after successful installation of the Starlink Kit and account setup. Typical timelines are shown during ordering; actual timing depends on shipping and installation.
Arrangements for provision: Hardware is shipped to the address you provide. Service is activated via your account once the Kit is installed and powered.
Complaint-handling policy: The quickest way to receive a resolution is to log into your Starlink Account in the Customer Support Portal and submit a request describing your issue and desired resolution. Include "Customer Complaint" in the subject. Further details are in the Terms of Service.

7. Features for end-users with disabilities

The Starlink website is configured with accessibility features for end-users with disabilities. Further information is available on the website.

8. Other relevant information

- **Out-of-court redress**: You may escalate unresolved complaints to an Ofcom-approved alternative dispute resolution scheme after following the complaints process such as CEDR
- **Digital content / functionality**: No digital content is supplied as part of the core Service beyond the internet access itself.
- **Deposits or guarantees**: None.

This Contract Information is provided before you are bound by the contract and becomes an integral part of it. It is available as a downloadable document.