

# Internet Access via Satellite

## Service Description

### 1 Scope of application

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This service description covers the Internet access service via satellite (hereinafter referred to as “SAT Internet access”) of Swisscom (Switzerland) Ltd (hereinafter referred to as “Swisscom”).

The contract for the customers of the SAT Internet access comprises the standard contract documents for DSL Internet access (Internet services General Terms and Conditions, DSL Service Description and DSL Home Installation Service Description) as well as this document which specifies all deviations that apply specifically to the SAT Internet access.

### 2 Swisscom's duties

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#### 2.1 Scope

##### 2.1.1 SAT Internet access

SAT Internet access provides Internet access via a satellite dish at the transmission speeds specified under Section 2.1.2 for a fixed monthly price.

The transmission speeds refer to optimal performance and cannot be guaranteed. At Swisscom's discretion, the connection speed may be temporarily slower particularly during peak times depending on the data volume produced (Fair Use Policy). This measure ensures that all SAT Internet access customers have access to an uninterrupted and fluid Internet connection. The detailed restrictions are published on the website [www.swisscom.ch/grundversorgung-fup](http://www.swisscom.ch/grundversorgung-fup)

##### 2.1.2 Services provided by Swisscom

*SAT Internet access*

- Online surfing with speeds of up to 600 kbps download and 100 kbps upload
- Monthly charges:  
CHF 34.– (including Classic service package)

#### 2.2 Optional supplementary services

A static IP address cannot be purchased.

### 3 Customers' obligations

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#### 3.1 Duty to cooperate

##### 3.1.1 Permits

Swisscom shall install a satellite dish at the customer's site for operation of the service.

Some districts require building permits. If the customer is renting the site, permission from the landlord/owner is also necessary.

The customer is responsible for obtaining all necessary permits and approvals ahead of time. Swisscom shall provide support to the customer in obtaining any building permits.

Swisscom shall not be liable for providing the service if the district does not grant the building permit or the landlord/owner refuses or subsequently revokes permission for installation. The contract will in this case be rendered invalid. Any costs arising from incorrect customer information shall be borne by the customer.

### 4 Billing and terms and conditions of payment

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No deviations (see DSL service description).

### 5 Guarantee

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No deviations (see DSL service description).

### 6 Special provisions

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SAT Internet access can only be subscribed to in combination with a “Classic” Swisscom service package. Other service packages cannot be purchased for SAT Internet access.

### 7 Terminal device (starter kit)

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#### 7.1 Terminal device purchase

The terminal devices for SAT Internet access are not offered to the customer for purchase.

#### 7.2 Loaned terminal devices/installation

##### 7.2.1 Starter kit rental

The necessary terminal devices (satellite modem and WLAN router) along with the satellite dish (including LNB) are leased to the customer in the form of a starter kit for the contract term.

The satellite dish and the terminal devices remain the property of Swisscom.

##### 7.2.2 Installation

The satellite dish shall be installed and positioned on the building façade by Swisscom at its own expense.

If the customer does not want the satellite dish installed on the building façade, he must have a weather-resistant installation bar (diameter 50 mm), installed by specialists at his own expense. The location of the installation bar has to be selected in such a way that there is a line of sight to the satellite and the distance (cable length) to the satellite modem is a maximum of 30 m.

Home installation of SAT Internet access is subject to a fee and includes the installation of the WLAN router, the satellite modem and the configuration of SAT Internet

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access including registration of the customer as a new Swisscom customer. The price of home installation is CHF 195.–.

For technical reasons, we recommend home installation for SAT Internet access. It is part of our standard offer. At the express request of the customer, the customer may carry out home installation at his own risk and his own expense.

### 7.2.3 Replacement of loaned devices

If the loaned hardware is defective, Swisscom will provide a replacement. Customers are not authorised to modify the software and/or hardware themselves or request third parties to do so.

### 7.2.4 Maintenance

The terminal devices will be serviced in accordance with Section 7.1.2 of the service description for Swisscom's DSL service.

### 7.2.5 Ordering Bluewin TV

The Bluewin TV service cannot be purchased in addition to SAT Internet access.

## 8 Cancellation

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### 8.1 Cancellation terms and conditions

Customers are required to return the loaned terminal devices (satellite modem and WLAN router) to Swisscom at the time of cancellation, unbidden and at their own expense. If customers fail to comply with this obligation even after being issued with a single reminder by Swisscom, they will owe Swisscom the amount of CHF 490.–.

In the event that SAT Internet access is cancelled, the satellite dish will, at Swisscom's discretion, either be deinstalled or left installed with the permission of the landlord/owner. If the customer insists on deinstallation despite permission from the landlord/owner or if deinstallation is necessary due to customer breach of contract, the customer shall bear the incurred costs. The price of deinstallation in this case is CHF 195.–.

The customer may deinstall the satellite dish at his own risk and his own expense. In this case, the customer is obligated to contact Swisscom and return the satellite dish to Swisscom at his own expense.

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