

## **1 Scope of application**

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These offer terms and conditions govern the deviations from the "Special Terms and Conditions for Internet" resulting from Internet access via satellite (hereinafter "SAT Internet Access").

## **2 Services provided by Swisscom**

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### **2.1 Transmission speeds**

Online surfing with speeds of up to 2'000 kbps download and 200 kbps upload is possible. These transmission speeds refer to the best possible performance and cannot be guaranteed. At Swisscom (Switzerland) Ltd's discretion (hereinafter "Swisscom"), 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).

### **2.2 Services not available**

A static IP address and Swisscom TV are not available with SAT Internet Access.

## **3 Customer services**

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### **3.1 Prices**

The customer shall pay Swisscom CHF 34 per month for SAT Internet Access (including Service Package Classic).

The price of home installation is CHF 195.

### **3.2 Permits/approvals**

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 in advance. 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 component shall in this case be rendered invalid. Any costs arising from incorrect customer information shall be borne by the customer.

### **3.3 Other obligations**

Other obligations in connection with SAT Internet Access are specified in section 4.

# Offer Terms and Conditions Internet Access via Satellite

## **4 Special provisions**

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### **4.1 Terminal device (starter kit)**

#### **4.1.1 Starter kit rental**

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

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

#### **4.1.2 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, a weather-resistant installation bar (diameter 50 mm) must be installed by specialists at the customer's own expense. The location of the installation bar must 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 30m.

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 Access including registration of the customer as a new Swisscom customer. 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 the home installation at his/her own risk and own expense.

#### **4.1.3 Replacement of loaned devices**

If the loaned hardware is defective, Swisscom shall provide a replacement. The customer is not authorised to modify the software and/or hardware him-/herself or ask third parties to do so.

### **4.2 Cancellation terms and conditions**

The customer is required to return the loaned terminal devices (satellite modem and WLAN router) to Swisscom at the time of cancellation, unbidden and at his/her own expense. If the customer fails to comply with this obligation even after being issued with a single reminder by Swisscom, he/she shall 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 breach of contract by the customer, the customer shall bear the incurred costs.

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