

How conversion to fibre-optics works.

Step 1



Simply order your new Vivo package online or in your Swisscom Shop.

Step 2



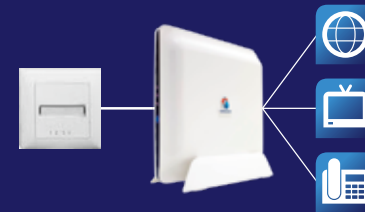
Your new fibre-optics socket will be installed at your home. If it has not yet been installed, a technician will contact you to arrange an appointment.

Step 3



You will receive your new «Centro Grande» fibre-optic router incl. operating instructions

Step 4



We will notify you in writing when this change is to take place. Unfortunately your services will experience an unavoidable interruption on that day. On the day of the changeover, connect the router to your devices as described in the operating instructions.

You will then no longer need the Swisscom router you have been using until now. Take it and all of the cables and devices it came with to a Swisscom Shop or return it at no charge using the return postage label included in the new router package.

Step 5



If you have been using services such as telephone, Internet or television from another provider, please do not forget to cancel these.