



swisscom

**Universal Service Terms and
Conditions of Offer
Swisscom Line basic wireless/sat
Swisscom Line Plus wireless/sat
Swisscom Internet basic
wireless/sat
Swisscom Internet basic
with Internet-Booster**

1. General

Swisscom is unable to provide its basic products Swisscom Line basic, Swisscom Line Plus and Swisscom Internet basic via its standard technology at every location. In such cases, Swisscom will check whether provision via mobile or satellite telephony is possible. The decision about which of these alternative technologies is applicable rests with Swisscom. These Terms and Conditions of offer of Swisscom (Switzerland) Ltd (hereinafter Swisscom) govern the circumstances under which Swisscom will provide the specified basic products via mobile (Swisscom Line basic wireless, Swisscom Line Plus wireless, Swisscom Internet basic wireless, Swisscom Internet basic with Internet-Booster) or satellite telephony (Swisscom Line basic sat, Swisscom Line plus sat, Swisscom Internet basic sat).

These Terms and Conditions of Offer supplement the "General Terms and Conditions for Services of Swisscom (Switzerland) Ltd" ("GTCs") and the Special Conditions for the fixed network and Internet. In the event of inconsistencies, these terms and conditions shall prevail.

2. Swisscom services

2.1 General

Unless otherwise specified below, the services and prices of a basic product via wireless, sat or with Internet-Booster shall be equivalent to the respective basic product.

For technical reasons, the mobile phone network and transmission via satellite antenna may not offer the same quality of service as the fixed telephone network. Losses in quality as a result of local and/or temporal and/or weather-related propagation variability in coverage are unavoidable.

2.2 Additional provisions for basic products via wireless

- For a connection via wireless with Swisscom Internet basic, the speed is limited to a maximum of 10 Mbit/s download and 1 Mbit/s upload (best

effort, depending on the respective technical requirements).

- If the customer consumes more than 500 GB of data per month, the speed is limited to a maximum of 2.5 Mbps download and 1 Mbps upload.
- Roaming and other mobile functions are not available.
- Swisscom reserves the right to curtail or restrict the service and/or take other appropriate steps if it can prove that usage considerably exceeds normal levels, or if there are indications that the SIM card is being used for special applications (e.g. surveillance and machine-to-machine connections).
- Use of the basic product via wireless is permitted only at the location named in the contract.

2.3 Additional provisions for basic products via sat

- For a connection via satellite with Swisscom Internet basic, download speeds are restricted to 10 Mbit/s and upload speeds to 1 Mbit/s.
- An FUP (fair usage policy) ensures that the transmission capacity available on the satellite is distributed equitably to all users. FUP is disabled from 10 pm to 8 am. FUP takes into account a user's transmitted data volume (downloads and uploads, excluding data traffic caused by telephony) over a 4-week period. The volume of data transmitted by a user is calculated continuously for the current time frame. If a customer consumes more than 24 GB, their bandwidth will be restricted to download speeds of 400 kbit/s and upload speeds of 200 kbit/s. The restriction is applicable until the data volume in the time frame under consideration falls within permissible limits once again.

2.4 Additional provisions for basic products with Internet-Booster

- For a connection with Internet-Booster, the speed with Swisscom Internet basic is limited to a maximum of 10 Mbit/s download and 1 Mbit/s upload (best effort, depending on the respective technical requirements).



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- The amount of data transmitted via the landline connection is unlimited (flat rate).
- If the customer consumes more than 100 GB of data per month, the speed is limited to a maximum of 2.5 Mbps download and 1 Mbps upload.
- Roaming and other mobile functions are not available.
- Swisscom reserves the right to curtail or restrict the service and/or take other appropriate steps if it can prove that usage considerably exceeds normal levels, or if there are indications that the SIM card is being used for special applications (e.g. surveillance and machine-to-machine connections).
- Use of the basic product with Internet-Booster is permitted only at the location named in the contract.

3. Customer's Obligations

The infrastructure provided (e.g. external antennae, modems) must be used only for receiving the basic product via wireless, via sat or with Internet-Booster.

It is the customer's responsibility to acquire compatible devices (telephones for example).

4. Installation, power supply

4.1 Installation

Swisscom will arrange for one of its partners to install the equipment (receiver, modem and router) at its own expense.

In-house installation (of remote telephones etc.) is the customer's responsibility.

4.2 Power supply

The customer shall bear the costs for setting up, operating and maintaining the power supply required to receive the product. The customer is responsible for providing a suitable power supply to ensure the smooth running of the telephone system.

4.3 Installation and device ownership

The installations and devices required to receive the basic product via wireless, via sat or with Internet-Booster shall remain the property of Swisscom.

5. Minimum service period and cancellation

5.1 Minimum service period

The product is subject to the same minimum service period as for the equivalent Swisscom Line basic, Swisscom Line Plus or Swisscom Internet basic product.

5.2 Switch to a standard basic product

As soon as a customer is able to obtain a standard broadband connection from Swisscom, either party may demand a switch from the basic product via wireless or sat to the equivalent basic product. In this case, the existing minimum service period will be transferred to the new product.

6. Amendments and termination

Amendments to the services specified in these terms and conditions of offer or the termination thereof are subject to the General Terms and Conditions for Services of Swisscom (Switzerland) Ltd and Special Conditions.

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