



## General Terms and Conditions for mobile services: Changes effective 1 October 2014

Swisscom is adapting a few provisions for the benefit of customers as per 1 October 2014. The changes shall apply to both new and existing customers.

Previous wording	New wording
<p><b>Clause 4, Invoicing and payment terms</b> (...)</p> <p><b>Default in payment</b> If the Customer fails to pay the invoice by the due date or to submit a substantiated objection in writing, Swisscom may discontinue <b>all</b> contractually agreed services to the Customer without any further notice (for example, blocking of all mobile lines), take additional measures to prevent further loss and/or terminate the contract without notice and without compensation. Swisscom shall charge a fee for all reminders. The Customer is responsible for all expenses incurred by Swisscom as a result of default in payment. (...)</p>	<p><b>Clause 4, Invoicing and payment terms</b> (...)</p> <p><b>Default in payment</b> If the Customer fails to pay the invoice by the due date or to submit a substantiated objection in writing, Swisscom may discontinue the contractually agreed services to the Customer without any further notice, take additional measures to prevent further loss and/or terminate the contract without notice and without compensation. After such discontinuation of service, Swisscom may extend <b>the same measures to all mobile lines</b> of the Customer. In general Swisscom will send a reminder before blocking a line. The Customer is responsible for all expenses incurred by Swisscom as a result of default in payment. For each reminder Swisscom charges a fee of CHF 20.–. (...)</p>
<p><b>Clause 12, Term and proper termination of the contract</b> The contract shall run for an unlimited term. Subject to specific provisions in other elements of the contract, the contract may be terminated in writing by either party with 30 days' notice.</p>	<p><b>Clause 12, Term and termination of the contract</b> The contract shall run for an unlimited term. Subject to specific provisions in other elements of the contract, the contract may be terminated in writing by either party with 30 days' notice.</p> <p>The Customer may prematurely terminate the contract before the effective date without suffering financial consequences</p> <ul style="list-style-type: none"><li>• if he permanently (at least 7 days in a row) lacks any mobile access at his home address, provided it is not a case of force majeure</li><li>• if after a relocation he permanently (at least 7 days in a row) lacks any mobile access at his new home address in a populated area, provided it is not a case of force majeure</li><li>• in the case of a relocation abroad, provided he presents a corresponding official document and provided he has not taken profit of any discount (e.g. on the mobile phone) during the</li></ul>



	<p>last 6 months.</p> <p>If after the death of a Customer a line is not used by an heir or another person, the contract may be terminated without financial consequences with retroactive effect to the date of death.</p>
<b>Clause 13, Overview of services; amendments</b> (...)	<b>Clause 13, Overvies of services; amendments</b> (...)
<b>Amendments to prices and services</b> <b>Swisscom reserves the right to change its prices and services at any time.</b> Swisscom shall notify the customer in an appropriate manner of such changes. If Swisscom increases its prices such that overall they result in higher total costs for the customer, or if Swisscom changes a service purchased by the customer to the customer's considerable disadvantage, the customer may prematurely terminate the relevant service before the effective date of the change as of said effective date without suffering financial consequences. <b>Failure to do so shall be deemed acceptance of the changes.</b> <b>Amendment of the General Terms and Conditions (GTCs)</b> <b>Swisscom reserves the right to amend the GTCs at any time.</b> Swisscom shall inform customers appropriately and in advance about any changes to the GTCs. If the changes are to the customer's disadvantage, the customer may prematurely terminate the contract before the effective date of the change as of said effective date without suffering financial consequences. <b>Failure to do so shall be deemed acceptance of the changes.</b> (...)	<b>Amendments to prices and services</b> <b>Swisscom reserves the right to change its prices and services at any time.</b> Swisscom shall notify the Customer in an appropriate manner (e.g. on the bill or by e-mail) of such changes. If Swisscom increases its prices such that overall they result in higher total costs for the Customer, or if Swisscom changes a service purchased by the Customer to the Customer's disadvantage, Swisscom shall inform the Customer duly in advance and the latter may prematurely terminate the relevant service before the effective date of the change as of said effective date without suffering financial consequences. <b>Failure to do so shall be deemed acceptance of the changes.</b> <b>Amendment of the General Terms and Conditions (GTCs)</b> <b>Swisscom reserves the right to amend the GTCs at any time.</b> Swisscom shall inform Customers in an appropriate manner (e.g. on the bill or by e-mail) and in advance about any changes to the GTCs. If the changes are to the Customer's disadvantage, Swisscom shall inform the Customer duly in advance and the latter may prematurely terminate the contract before the effective date of the change as of said effective date without suffering financial consequences. <b>Failure to do so shall be deemed acceptance of the changes.</b> (...)