

## 1. General

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The «Special Conditions for Fixed Network Telephony» of Swisscom (Switzerland) Ltd («Swisscom») are valid for the area of fixed network telephony and are intended to supplement the General Terms and Conditions for Services (GTC). In the event of discrepancies, they shall take precedence over the GTCs.

## 2. Performances by Swisscom

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### 2.1 Access to the network

Swisscom provides the customer with an access to the Swisscom fixed network and normally bears the costs for this. Swisscom can provide a joint network access if there are insufficient lines available for individual access or if this is required for other significant reasons. On an exceptional basis, Swisscom can provide a non-line-bound access for customers who have a right to a network access as stipulated by the telecommunications regulation on universal services. Separate conditions apply to the access to the fibreglass network of Swisscom.

### 2.2 Transmission and relaying of voice and data

Swisscom enables the customer to hold conversations and transmit data via the Swisscom fixed network. Customers can make voice and data calls to each other and to customers of other providers, provided Swisscom has made the appropriate agreements with these providers.

### 2.3 Conventional fixed network telephony

The services (basic and supplementary services) available using conventional fixed network telephony can be viewed in Swisscom's product brochures or at [www.swisscom.ch](http://www.swisscom.ch).

### 2.4 Fixed network telephony based on new technology

In the case of fixed network telephony based on Internet protocol – as compared to conventional fixed network telephony – **the following services in particular are not available:**

- > Carrier preselection (the customer cannot definitively preselect a telecommunications provider other than Swisscom)
- > National half-price subscription, Mini-Combi, Combi, Swisscom Together, Chat subscription
- > Remote power supply (**i.e. in the case of power failure, no connection is possible**)
- > SLA Plus and Premium
- > Use of telealarm equipment
- > Display of the caller's telephone number

The updated list of unavailable services is published at [www.swisscom.ch](http://www.swisscom.ch).

## 3. Customer obligations

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### 3.1 Customer facilities

The customer shall set up and maintain, at its own cost, the installation between the building infeed point and the telephone socket. Fixed network telephony based on new technology: Swisscom shall inform the customer if installation by Swisscom is necessary for technical reasons. Separate conditions apply for installation by Swisscom.

### 3.2 Use of property and transmission rights

The customer shall allow Swisscom to use the property where it is located and to access relevant buildings, free of charge, for purposes of setting up and maintaining an access to the network. The customer shall obtain the necessary transmission rights at its own expense.

### 3.3 Use in accordance with the contract

Swisscom's services shall not be used without its agreement, in particular for special applications such as machine-to-machine, direct dial-in and permanent connections.

## 4. Data protection

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### Number display and suppression

The caller's number or the receiver's number is normally displayed, where technically possible, regardless of whether it is listed in a directory or not. The customer can suppress the caller number permanently or on a call-by-call basis, free of charge. For technical reasons, it cannot be guaranteed that the caller number will be displayed or suppressed in certain circumstances, in particular when calls are made from or to a third-party network and in the case of SMS messages. The caller number display cannot be suppressed for calls to emergency numbers, to the transcription service for people with hearing difficulties, or to Swisscom's hotlines for receiving fault notifications.

The caller display can also show the first and second names of the particular customer whose access is used to make the call.

### 5. Duration and termination

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The minimum service period for the fixed network service is 6 months (access as per Section 2.3) or 12 months (access as per Section 2.4 and for primary access) provided a longer minimum service period is not agreed. The parties can also make provision for minimum and extension periods for other services.

Termination of the fixed network basic service will also result in termination of supplementary services and any Internet and television services provided by Swisscom.

If a minimum service or extension period still applies to one of these services, the consequences are regulated in the GTCs (especially sections 7 and 13).