



1 Scope of application

The subject matter of this service description is the "Internet Security" service from Swisscom (Switzerland) Ltd (hereafter referred to as "Swisscom").

2 Swisscom Services

2.1 Scope

2.1.1 Internet Security

Swisscom offers Internet access customers (DSL or Standalone) from Swisscom a chargeable supplementary service known as "Internet Security" to protect the customers' PCs against malware and attacks from the Internet, along with a child protection function.

2.1.2 Scope of service

- Internet Security provides a firewall to protect against attacks from the Internet in which unauthorised persons attempt to gain access to customers' data and/or programs.
- Internet Security protects against malware such as viruses, spyware, worms, Trojans, etc., through which unauthorised persons attempt to damage customers' data and/or programs.
- Internet Security allows restrictions to be placed on Internet access for children and young people by blocking certain websites on the basis of password protection and profiles, compiling whitelists and blacklists to individually permit/block websites, entering allowed surf times, etc.
- Internet Security allows a maximum of three customer computers to be protected.
- Internet Security requires third-party software to be downloaded. The license agreement that needs to be accepted during the relevant installation process is not binding on the customer.
- Internet Security is constantly kept up to date through regular software updates in line with the state of the art.
- Monthly charges: CHF 6.90 (excluding charges for Internet access).

In so far as this is cost-neutral for customers and neither the operation nor performance of the agreed services is negatively affected, Swisscom and/or the

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third-party vendor of the Internet Security software may carry out technical modifications at any time.

2.2 Support

2.2.1 Fault reporting and support

In the event of a fault and to obtain support relating to Internet Security, customers should contact the Swisscom helpdesk on the toll-free number 0800 800 800.

3 Performance by customers

3.1 Duty to cooperate

Customers are themselves responsible for downloading the Internet Security software and for the necessary hardware and software components and PC configurations. Swisscom does not guarantee that Internet Security will function faultlessly on all terminal devices and in combination with all hardware and software components and operating systems. A constantly updated overview of system requirements for Internet Security is published on the Internet in the Swisscom Customer Centre.

Customers must have Internet access (DSL or Standalone) from Swisscom in order to use the Internet Security service.

Internet Security is billed together with the Internet access (DSL or Standalone) from Swisscom via the fixed network bill for the line on which the Internet access from Swisscom was installed. Customers are responsible for the network access and, if they are not the same person, for the network access customer's consent to this contract.

4 Billing and terms of payment

4.1 Billing

Internet Security is billed monthly by Swisscom. The obligation to pay begins on the 31st day after the service was activated in the Swisscom Customer Centre.

In the case of incomplete months, 1/30th of the monthly charge will be billed per day.

5 Warranty

Swisscom does not offer any guarantee with regard to the fault-free operation, quality or uninterrupted availability of Internet Security.



swisscom

Swisscom does not guarantee absolute protection against attacks and/or malware on the computers protected by Internet Security, nor does it guarantee any absolute blocking of blocked websites or restricted surf times.

Swisscom expressly rules out any liability for attacks and/or malware on a computer and for access to blocked websites or at blocked times, which may occur despite installing the Internet Security software.

6 Special provisions

The security settings for Internet Security are defined and constantly modified by Swisscom and/or the third-party software vendor in order to provide the customer with optimum security with minimal restrictions regarding the use of online services. As a consequence of Internet Security and the associated security settings, it may not be possible to use certain online services or such services may only be used with limited speed.

The Internet Security service can only be used with an Internet access from Swisscom.

A free 30-day trial period is granted for the Internet Security service starting from the date the service was activated in the Swisscom Customer Centre. The service can be terminated at any time without notice during the trial period. The chargeable subscription for the Internet Security service commences automatically once the trial period has expired unless the service has been terminated during the 30-day trial period.

The Internet Security service may only be used on a maximum of three customer computers in the household with the Internet access for which the service was ordered.

7 Termination

7.1 Termination procedure

Customers may terminate the Internet Security service during the 30-day trial period starting from the date the service was activated in the Swisscom Customer Centre at any time without notice or recompense.

Once the trial period has expired, the Internet Security service may be terminated by either party at

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the end of the month by observing a notice period of 2 months.

The termination must be made online via the Swisscom Customer Centre or by phoning the Swisscom helpdesk on the toll-free number 0800 800 800.

If the customer terminates the Internet access (DSL or Standalone) from Swisscom or the Swisscom telephone line, the contract for the Internet Security service ends automatically.

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