

# Service Package “Light”

## Service description

### 1 Scope of Application

The subject of this service description is the Swisscom Service Package “Light”.

### 2 Swisscom Services

#### 2.1 Scope

##### 2.1.1 Service Package “Light”

Swisscom offers a bundle of Internet services under the name Service Package “Light”. It is possible to subscribe to the Service Package “Light” individually or in combination with a Swisscom Internet connection.

The Service Package “Light” is free to use. Costs may be incurred for use of the SMS box included in the Service Package “Light” (see 2.2).

As long as costs to the customer remain unaffected and provided it is not to the detriment of the operation and efficiency of the agreed services, Swisscom reserves the right to make technical adjustments at any time.

The following services are included in the Service Package “Light”:

##### 2.1.2 Email Addresses

- 1 email address @bluewin.ch or @bluemail.ch incl. Web access or POP3
- continuously updated spam filter
- continuously updated virus filter
- SSL access to the WebMail
- 100 MB email storage space
- email forwarding function
- automated response when absent

##### 2.1.3 Address Book

- address book with room for up to 1000 entries
- synchronisation of the address book with Outlook
- synchronisation with a Swisscom Mobile phone

##### 2.1.4 Mobile Services

- SMS box

#### 2.2 Optional Additional Services

Sending SMS: SMS can be sent directly from a PC using the SMS box. Messages sent within Switzerland or abroad will be charged at CHF 0.20 each.

#### 2.3 Support

##### 2.3.1 Technical Support

In the event of faults, customers should contact the Swisscom Helpdesk by calling the toll-free number 0800 800 800. The current opening hours of the toll-free number are published on the Swisscom portal ([www.swisscom.ch](http://www.swisscom.ch)).

##### 2.3.2 Maintenance Window

Swisscom undertakes to inform customers wherever possible, in good time, of service disruptions which are necessary to eliminate faults, carry out maintenance work and introduce new technology, etc. Swisscom endeavours to keep the length of such disruptions to a minimum and wherever possible to carry them out during quiet periods. Information regarding this is published on the Swisscom Portal ([www.swisscom.ch](http://www.swisscom.ch)).

### 3 Customer Responsibilities

#### 3.1 Obligation to Cooperate

The provision of the necessary hard and software components and PC configurations are the responsibility of the customer. Swisscom is unable to guarantee that Service Package “Light” services will work perfectly on all terminals.

In order to be able to use the SMS-sending function from the SMS box included in the Service Package “Light”, the customer must have a fixed network connection from Swisscom to which any costs incurred for sending SMS can be charged.

Customers are responsible for the network connection and for obtaining the agreement of the owner of the network connection, if different, to this contract.

#### 3.2 Use of the service

Customers undertake to save regular copies of the content saved in the Swisscom Services.

### 4 Billing and Conditions of Payment

#### 4.1 Billing

The Service Package “Light” is free to use. Costs will, however, be incurred for sending SMS using the SMS box included in the Service Package “Light”. Charges for sending SMS will be billed monthly by Swisscom. The obligation to pay commences the day after the SMS box has been used to send SMS for the first time. A payment deferral initiated by the customer does not absolve them of the obligation to pay.

### 5 Guarantee

Swisscom is unable to guarantee the perfect function, quality and availability of the services included in the Service Package “Light”.

Swisscom is unable to guarantee that the spam and virus filter will provide complete protection from spam and/or emails containing viruses. Swisscom is in no way responsible for any damage suffered to customers' systems caused by spam or emails containing viruses. The customer remains responsible for taking measures against receiving and diffusing spam emails and viruses on their systems.

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Certain Mobile Services (e.g. SMS) are transmitted over third-party mobile networks. Swisscom is unable to guarantee the correct functioning, availability, delivery of messages, transmission times or capacities or the quality and support of third-party mobile networks. For this reason, Swisscom is in particular unable to guarantee that messages sent via the mobile network will always be received by the intended recipient. Customers are still required to pay for services provided by Swisscom even in the event of unsent messages or the erroneous or delayed delivery of messages sent via the mobile network.

If the Service Package “Light” is not used for at least 365 days, Swisscom reserves the right to cancel it, including all services contained therein (e.g. email or SMS functions), without notice. Email addresses, the SMS box and the address book will be deleted together with all the entries (emails, SMS, contacts). Customers are unable to make any claims in this regard. At the same time, the contract for dial-up Internet access will be cancelled, if this is included in the Service Package and the Internet access has not been used for at least 365 days.

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### 6 Special Provisions

#### 6.1 Email

The volume of the Service Package “Light” is restricted to 100 megabytes (MB).

#### 6.2 Spam and Phishing-Filter

Filtered emails that are declared as spam are deposited in the Swisscom WebMail spam folder. The content of this folder is deleted by Swisscom once a week.

Swisscom has the right to move harmful e-mails (e.g. phishing, viruses, worms) which are not detected by the filters, to the spam folder in the customer’s mailbox.

#### 6.3 Recycle Bin

Emails that are in the “Recycle bin” folder of the Swisscom WebMail for more than 30 days consecutively will be deleted automatically by Swisscom.

SMS that are in the “Recycle bin” folder of the Swisscom SMS box for more than 30 days consecutively will be deleted automatically by Swisscom.

#### 6.4 Charges

There are no monthly charges for the Service Package „Light“, as long as the customer does not send any SMS via the SMS box included in the Service Package “Light“. If SMS are sent, these will be charged at CHF 0.20 each (in Switzerland and abroad).

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### 7 Cancellation

#### 7.1 Conditions of Cancellation

The parties reserve the right to cancel the Service Package “Light” in writing at the end of the month by observing a notice period of 2 months.

Swisscom Internet access is only available in conjunction with a Swisscom Service Package. Customers with Swisscom Internet access who wish to cancel their subscription must therefore provide details of the other Swisscom Service Package to which they would like to subscribe in place of the Service Package “Light“. If this information is not provided, the cancellation is considered null and void.