

1. General Information

Swisscom (Switzerland) AG (hereinafter “Swisscom”) cannot provide its blue home subscriptions and the services included therein at every location using its standard technology. In such cases, Swisscom will evaluate the use of a fixed 5G mobile connection. These Swisscom offer terms and conditions govern the specific details of service provision when Swisscom provides the blue home subscription via a fixed 5G mobile connection.

These Terms and Conditions of Service apply in addition to the “General Terms and Conditions for Services” (“GTC”) and the Special Terms and Conditions for Landline Telephony, Internet and blue TV and shall take precedence over them in the event of any conflicts.

2. Swisscom Services

2.1 General

For technical reasons, the mobile network cannot offer the same quality of service as the landline network. Quality degradation due to local, time-related, and/or weather-related fluctuations in network coverage is possible.

2.2 Additional Provisions for blue home via a fixed 5G mobile connection

When connected via mobile networks, the speed for blue home Internet S is limited to a maximum of 100 Mbit/s download and 50 Mbit/s upload, and for Internet M to 1 Gbit/s download and 200 Mbit/s upload (best effort, depending on the respective technical conditions).

If Swisscom determines that usage deviates significantly from normal usage, or if there are indications that the SIM card is being used for specialized applications (e.g., surveillance applications and machine-to-machine connections), Swisscom also reserves the right at any time to suspend service entirely or to take other appropriate measures.

Use of the blue home subscription and the services included therein via a fixed 5G mobile connection is permitted exclusively at the location specified in the contract.

3. Customer Obligations

The equipment provided by Swisscom (e.g. 5G receiver, router) may be used exclusively for accessing the blue home subscription and the services included therein via a fixed 5G mobile connection. The customer is responsible for procuring suitable end devices (e.g. phones).

4. Installation, Power Supply

4.1 Installation

Swisscom will install the equipment (5G receiver, router) for mobile reception at its own expense. The customer is responsible for the in-home installation.

4.2 Power Supply

The costs for the installation, operation, and maintenance of the power supply required for product use, as well as the electricity costs, are borne by the customer. The customer must provide a suitable power supply to ensure the proper operation of the equipment.

4.3 Ownership of Equipment and Devices

Swisscom provides the equipment required to receive the services included in the blue home subscription via a fixed 5G mobile connection free of charge. The equipment and devices remain the property of Swisscom.

5. Consent to Data Transmission

Upon activation of the fixed 5G mobile connection, the customer consents to Swisscom transmitting technical information from the 5G receiver and the router to its Swisscom systems for the purpose of improving and ensuring service quality.

6. Minimum Contract Term and Termination

The minimum subscription period corresponds to that of the blue home subscription.

June 2026