



# FAQ Frequently Asked Questions

## New Subscription

### **Is the DSL/fiber router included for free with the subscription?**

Yes, the DSL/fiber router is provided free of charge (on loan) with every internet subscription.

### **I'm moving to a new address and won't need internet there for another 2 months. Do I have to wait to place my order?**

No, you can place the order as long as the desired activation date is no more than 4 months in the future. During the ordering process, you can specify the address where the internet service will be activated. The billing and shipping addresses can be entered separately during the order process.

### **I'd like to add TV service. Do I need a TV box?**

The following options are available for receiving Green TV:

- TV Box (one-time fee of CHF 99), which must be connected to the router (LAN) and the TV (HDMI) via cable. If possible, we recommend avoiding intermediate devices such as Powerline adapters.
- Android/iOS app for Apple TV, smartphones, and tablets\*
- WebTV for web browsers on computers/laptops

### **Is Netflix available on the TV Box?**

No, Netflix is currently not available via the Green TV Box.

### **What one-time fees does Green charge?**

Activation fee: CHF 99-

Router: free (on loan)

Optional TV Box: CHF 99

### **The previous tenant had internet through UPC/Sunrise—do I still need an electrician?**

Since UPC/Sunrise provides its services via the cable network, an electrician is generally required for a Green connection. Green uses the copper and fiber-optic lines of the major Swiss network providers. The end customer is responsible for arranging and paying for the electrician's services. In most cases, this involves minor work on the in-home wiring.

### **How long does it take to activate the service?**

The service is usually activated within 2 weeks, including hardware delivery, unless a later desired date is specified. The order can only be processed once we have all the necessary information. If additional information is required, we will contact the customer.

### **Can I order just internet without phone service?**

Talk telephony can be added as an option to the internet subscription. Internet can therefore also be ordered without telephony.

### **Can I keep my phone number?**

Yes, you can port your landline number to Green. However, if your landline number has been disconnected or canceled for more than 14 days, the number cannot be ported.

**Is there a fee for porting?**

Green does not charge any fees for porting. If the porting is carried out at your request before the end of the contract term with your old provider, one-time fees may be charged by the old provider, which must be paid by the customer.

**When can I cancel again?**

The notice period is 2 months.

**Can I cancel the contract immediately if I'm not satisfied with the service?**

If you are unable to use a service to your full satisfaction due to disruptions, please contact us. We will find a solution.

**I'm not moving to Switzerland for another 2 months—do you ship the modem internationally?**

Please let us know when you will have a valid address in Switzerland for mail delivery. We will ensure that you receive the necessary hardware by the activation date at the latest. Alternatively, you can provide us with a different delivery address.

**Can I keep my current modem?**

At Green, customers can use their own hardware, provided it supports the technology activated with the subscription. Please note that routers from some providers are only approved for their own network. Green offers support for the standard configuration, provided the hardware was supplied by Green.

**How much does a second TV subscription cost?**

A second TV subscription is available for CHF 6.00 per month, optionally with a TV box for a one-time fee of CHF 99.00

**Why do I need an electrician?**

If your apartment has not previously had an internet connection using the same infrastructure, the in-home cable must be routed to and connected to the correct terminal at the distribution box. If you are unable to provide us with information about the previous tenant, we recommend connecting the router before calling an electrician. If a connection is detected, you will receive a Binding ID (AC0 number) when opening any website, which Green can use to activate the service directly.

**Are availability and bandwidth guaranteed?**

In the event of a malfunction, we will resolve the issue as quickly as possible, provided it falls within Green's scope of responsibility. Internet Home and Business Connect are offered as best-effort products.

**Will you cancel my subscription with my old provider?**

When a landline number is ported to Green, some providers automatically cancel the relevant parts of the contract. Please contact your old or current provider for further information.

**Will a technician come to my home to install the router?**

Green ships the hardware to the customer preconfigured as standard. If you need on-site assistance, please contact a technician in your region. In many cases, however, our support team can provide the necessary assistance over the phone.