



# Terms for combined services subscriptions

## 1.1 General provisions

The subscription terms for our products vary. The individual contract concluded with green.ch always applies. Our current subscription terms, with the exception of special promotions and agreements, are as follows:

## 1.2 Bandwidths / Service Level

The downstream/upstream speed specifications for xDSL and Fiber are understood to be "best effort" and cannot be guaranteed. Depending on the distance to the local exchange and the quality of the conductors, performance may be reduced. Permanent xDSL or Fiber availability cannot be guaranteed.

The service counts as performed, as soon as the xDSL- or fibersignal is activated. Under some circumstances it may be necessary to consult an electrician after the signal activation. Additional charges, generated through mentioned consultation, will not be assumed by the provider.

Green.ch supports his clients until a (from green.ch delivered) xDSL- or FTTH- router is connected to the internet. For advanced networks, firewalls or similar, the customer may have to request support from a third partner of his choice.

In case of a signal interruption, green.ch is authorized to make a reparation request at the responsible line provider and forward possible charges to the customer.

## 1.3 Free eMail addresses

The free offer applies to existing green.ch DSL customers as well as for new DSL orders. With a green DSL subscription the customer receives five free e-mail addresses of the type of: @green-mail.ch, @tic.ch, @active.ch or @switzerland.net. In case of a cancellation of the DSL subscription the e-mail addresses will automatically be deleted as well. The customer has the possibility to prevent this automatic deletion by subscribe a separate SurfMail subscription. This new service is chargeable.

## 1.4 Security on the Internet

When connected to the Internet, computer systems and networks run the risk of hacker and virus attacks. It is the customers' responsibility to make sure that their systems are equipped with the latest virus protection and that connection to the Internet is neither unprotected nor transparent.

## 1.5 Provision of DSL and Fiber signal

If it is necessary to provide the DSL signal again, for instance due to number mutations, no setup fees will be invoiced for xDSL subscriptions. The setup fee for fiber is CHF 100.– for a minimum term of 2 months and CHF 50.– for a minimum term of one year. With a minimum term of two years, there are no setup fees.

## 1.6 Invoicing period and subscription length

Minimum subscription length: 2/12/24 months (depending on the chosen contract type)

All invoices are payable in full within 30 days of the invoice date. Late payments will incur a late fee of CHF 20.–.



## 1.7 Billing method

The invoicing for subscriptions including a telephone service occurs, because of not foreseeable telephone costs, every two months retrospectively.

## 1.8 Late payment

In the event of late payment, the company is entitled to block access immediately. If service is deactivated due to late payment, the signal will be reactivated upon written request and on receipt of payment of the open invoices plus the setup fee and an administration fee of CHF 50.—.

## 1.9 Subscription upgrades and downgrades

Subscription downgrades can be made at any time after the actual billing period, invoices already issued will not be adjusted. It is also possible to change subscriptions immediately, for instance when changing the DSL technology. Any positive balance based on the difference in the two subscription amounts will not be credited.

Subscription upgrades are possible at any time, free of charge. The difference will be invoiced on a pro rata basis. After service has been turned on, the contract period is automatically renewed for 2 months until it is cancelled. If the customer obtains new hardware free of charge, the contract period is automatically renewed for 12 months until it is cancelled.

## 1.10 Fair use policy

Services whose use and/or scope are not limited by green.ch are provided as fair use. If use is determined to be excessive, i.e., it drastically affects the performance of systems or data links, green.ch has the right to limit or deactivate the customer's access to these services accordingly. Excessive use can be caused, for example, by offering music, video and/or image downloads and other data-intensive applications.

## 1.11 Termination

After the minimum subscription length of 2/12/24 months (depending on the chosen contract type) has expired, subscriptions can be cancelled with 2 months notice period. Cancellation must be in writing and signed and be sent to green.ch by letter or fax. If the subscription is cancelled before the agreed minimum subscription period or to a date that was not agreed, reimbursement is excluded. If not cancelled, the subscription will be tacitly renewed for another two months. The use of the subscribed DSL products are not actively monitored by green.ch. Any mutations as well as terminations of the fixnet telephone lines, are to be notified at least 30 days in advance.

## 1.12 Premature termination until 30 days after order

During 30 days after conclusion of contract, it is possible to withdraw from the contract by stating a justified reason. Green.ch reserves the right to bill the customer for costs it has incurred (such as signal charges, hardware, shipping and handling etc.)

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