

## 1. General

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Swisscom is unable to provide its basic products Swisscom Line basic, Swisscom Line Plus, Swisscom Internet basic and Swisscom Internet plus via its standard technology at every location. In such cases, Swisscom will check whether provision via satellite is possible.

These Terms and Conditions of offer of Swisscom (Switzerland) Ltd (hereinafter Swisscom) govern the circumstances under which Swisscom will provide the specified basic products via satellite.

These Terms and Conditions of Offer supplement the “General Terms and Conditions for Services of Swisscom (Switzerland) Ltd” (“GTCs”) and the Special Conditions for the fixed network and Internet. In the event of inconsistencies, these terms and conditions shall prevail.

## 2. Swisscom services

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### 2.1 General

Unless otherwise specified below, the services and prices of a basic product via satellite shall be equivalent to the respective basic product.

For technical reasons, the transmission via satellite may not offer the same quality of service as the fixed telephone network. Losses in quality as a result of local and/or temporal and/or weather-related propagation variability in coverage are possible.

### 2.2 Additional provisions for basic products via sat

For a connection via satellite with Swisscom Internet basic, download speeds are restricted to 10 Mbit/s and upload speeds to 1 Mbit/s, with Swisscom Internet plus to 80 Mbit/s download and 8 Mbit/s upload.

A FUP (fair usage policy) ensures that the transmission capacity available on the satellite is distributed equitably to all users.

The FUP takes into account a user’s transmitted data volume (downloads and uploads, excluding data traffic caused by telephony) over a 4-week period. The volume of data transmitted by a user is calculated continuously for the current time frame. If a customer consumes more than 24 GB, Swisscom reserves the right

to reduce the download speeds to 400 kbit/s and upload speeds to 200 kbit/s. A restriction will only be considered if there is a bottleneck in the transmission capacity available on the satellite and can remain in place until the data volume in the time frame under consideration falls below the limit again. The FUP is disabled from 10 pm to 8 am.

## 3. Customer’s Obligations

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The infrastructure provided (e.g. parabolic antennas, routers) must be used only for receiving the basic product via satellite.

It is the customer’s responsibility to acquire compatible devices (telephones for example).

## 4. Installation, power supply

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### 4.1 Installation

The installation of the equipment (parabolic antennas, routers) for satellite reception is carried out by Swisscom at its own expense.

In-house installation is the customer’s responsibility.

### 4.2 Power supply

The customer shall bear the costs for setting up, operating and maintaining the power supply required to receive the product. The customer is responsible for providing a suitable power supply to ensure the smooth running of the installation.

### 4.3 Installation and device ownership

The installations required to receive the basic products via satellite are provided by Swisscom free of charge. The equipment and devices remain the property of Swisscom.

## 5. Minimum service period and cancellation

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The product is subject to the same minimum service period as for the equivalent Swisscom Line basic, Swisscom Line Plus, Swisscom Internet basic and Swisscom Internet plus product.

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