



Terms for eMail 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 60-day free trial

The 60-day free trial applies to new Business eMail subscriptions. When the trial period expires, the free trial subscription is converted into a paying subscription subject to the terms and conditions published on our website and to the terms set out below. If the conversion to a paying subscription is not desired, then green.ch must be notified by e-mail 10 working days before the end of the trial period.

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 Invoicing period and subscription length

Minimum subscription length: 12 months

All invoices are payable in full within 30 days of the invoice date. Late payments will incur a late fee of CHF 25.00.

1.5 Billing method

Initial invoicing occurs for 12 months starting from the activation date. Subsequent invoicing is in advance 30 days before the beginning of each subscription period, for 12 months each.

1.6 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 40.00.

1.7 Subscription upgrades and downgrades

A subscription can only be downgraded at the end of an subscription period and notification is required at least 2 months in advance. 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 12 months until it is cancelled.

1.8 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.



1.9 Cancellation

After the minimum subscription length of 12 months has expired, subscriptions can be cancelled with 2 months notice to the end of the subscription period. Cancellation must be submitted in writing and signed and 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 12 months.

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