

# SERVICE CHARGES

We would like to give you an overview of possible fees with UPC Business.

## Administrative fees

Service	Description	CHF
E-mail reminder	Payment reminder by e-mail. As a prerequisite for sending the e-mail, an active e-mail address must be registered with UPC Business.	free
Reminder fee	If the outstanding payment is not received despite the free e-mail reminder, we will send a first payment reminder by post, subject to a charge. If the bill is still not paid after the first billable payment reminder, a second billable payment reminder will be sent by post.	30.- each
Last reminder before blocking	Should a bill remain unpaid after the e-mail reminder and the two billable payment reminders by post, one last free e-mail reminder will be sent. As a prerequisite for sending the e-mail, an active e-mail address must be registered with UPC Business.	free
Reactivation fee	Fee for reactivation of a service following deactivation despite multiple unsuccessful payment reminders due to non-payment.	90.-
Paper bill fee	This fee is charged per paper bill.	3.-
Activation fee after cancellation	Fee for activating a service following cancellation by UPC Business because of unpaid bills, despite multiple unsuccessful payment reminders due to non-payment.	100.-

## Activation and installation fees

Service	Description	CHF
Activation fee Mobile	For activation of a new Mobile subscription.	45.-
Activation fee for Business Internet or Business Package	For activation of a new Business Internet or Business Package connection.	69.-
Porting analogue/ISDN	Fees for porting per individual number or ISDN block.	25.-
Porting DDI	Fees for porting per DDI block.	150.-
Installation fee	For installation of a standard product on site by a certified installation partner.	199.-
Express installation	For installation of a standard product on site within 48 hours by a technician. Requirement: The property must be connected to UPC and a TV socket must be present.	450.-
Fee for early termination	If the fixed network, Internet or TV subscription is cancelled before the end of the minimum contract period, the basic fees for the remaining term will be billed.	variable
Migration fee outside the minimum contract period	Existing customers no longer within the minimum contract period who switch to a different Internet or Package subscription (future MRC* lower than the current MRC) will be charged an activation fee of CHF 69.-. If the new MRC is the same or higher, a switch is possible at any time free of charge.	69.-
Subscription change within the minimum contract period	Existing customers still within the minimum contract period who switch to a different Internet or Package subscription must pay a migration fee. The migration fee is calculated so: the difference in amount (old - new MRC) × remaining minimum contract period.	variable

\* MRC = monthly recurring charge  
All prices quoted exclusive of VAT.