

Contract

TalkTalk Internet (XDSL) and VoIP



Agency: _____

Sales person: _____

Only for internal usage

Title*: Mr. Mrs. Family Company

First- / Last name*: _____ Date of birth*: _____

Street / No.*: _____ Contact no.*: _____

Postal code / City*: _____ Nationality*: _____

Employment / Employer: _____

Document type*: Swiss ID-card Swiss passport Legitimacy card
 Working permit B Working permit C Working permit L

Document number*: _____

E-mail*: _____ Invoice via e-mail*: Yes No

The delivery of an invoice by post is chargeable, CHF 3.- per invoice will be charged.

Initiation*: **I already have Internet and would like to switch to TalkTalk:**
I would like to transfer this number: _____ from this provider: _____
to TalkTalk on this date: _____ OTO number⁽¹⁾ (only with fiber): _____

I wish to respect the contract duration with my current mobile operator.
(The transfer may be requested no more than 270 days before the expiration of the contract.)
Contract expiry date: _____

I wish to leave my current provider without respecting the full contract duration and I accept having to pay any costs that this anticipated termination may incur.
Request transfer date: _____

I don't have Internet access yet. The activation should take place:
 as soon as possible, or OTO number⁽¹⁾ (only with fiber): _____
 on this date: _____

The activation can take 10 to 20 days. (1) You can find the OTO number on your socket.

Tariff plan (Internet)*: **Surf 25** (CHF 49.95/month) **Surf 100**⁽¹⁾ (CHF 69.95/month)
 Surf 50 (CHF 59.95/month) **Surf 1000**⁽¹⁾ (CHF 79.95/month)

Minimum contract term: 24 months. Please notice the conditions of the tariff plan and the applicable service charges.
(1) The highest possible speed at your location will be activated (60 to 100 Mbit/s).

Tariff plan (VoIP)*: **I keep my current tariff plan**⁽¹⁾ **Voice Smart** (CHF 29.95/month)
 Voice Basic (free, worth CHF 5.-/month)⁽²⁾ **Voice Plus** (CHF 34.95/month)

(1) Only valid for existing fixed-line customers. (2) The monthly cost of CHF 5.- is only offered for free as long as the contract of TalkTalk Internet exists.

The actual speed depends on your line (e.g. on the distance to the nearest telephone switchboard). In case of a cancellation the modem has to be returned. Otherwise a fee of CHF 199.- (Fiber: CHF 249.-) will be charged. The contract has to be cancelled 30 days before it ends. In case the contract is cancelled before the minimum contract duration, the remaining monthly subscription fees shall be paid at once. **Billing:** Prices shown are in CHF incl. VAT. Only for normal, private use. In case an electrician is required, all costs shall be incurred by the customer. The delivery of an invoice by post is chargeable, CHF 3.- per invoice will be charged. The postal charges for cash payments at the post office will be charged later. Prices subject to change. I confirm that I am not under guardianship and that I am in full capacity to enter into this contract. By signing, I confirm that I understand and agree to the Terms and Conditions and general conditions for products of TalkTalk Ltd., and I confirm that I have supplied the correct and full personal information. I acknowledge that I am liable for all costs resulting from the use of VoIP under this contract. I agree that TalkTalk has the right to set and change credit limits as well as to block the service, should these limits be met or should the invoices not be paid by the due dates. This contract shall commence, subject to a positive credit check done by TalkTalk, with the date of my signature. Billing begins at the time of activation of the service(s) and is at the same time the beginning of the minimum contract period. Handwritten changes not allowed. Attention - Electrician costs: We are happy to order an electrician for you. You agree to pay CHF 180.- for the installation which will be invoiced on your next TalkTalk invoice. Please note that the CHF 180.- only covers the cost for the activation at the main plug. (UPK) If you need further wiring work done in your residence, these costs must be borne by you. Please send us the signed contract **together with a valid ID copy** (Swiss passport/ID card, legitimacy card or working permits B/C/L).

City, date*: _____ Signature*: _____

*Necessary fields