Product Description Monzoon Fone

1. General

Fone is a service of Monzoon Networks AG, consisting of various telephone products. The subscriber contract, the following product description, price list and the general terms and conditions are applicable to Fone services and additional products.

The customer accepts by signing the Fone subscriber contract the product description, the general terms and conditions and the price list as integrated components of the business relation to Monzoon Networks AG.

2. Fone Scope of Deliverables

Monzoon provides the customer an IP technology based telephone connection. The use of the IP-telephone connection (Fone) is only possible through an Internet connection. This Internet connection is not a part of the Fone service and must be provided by the customer, for example through a Monzoon product. The installation and configuration of the customer's telephone and telephone adaptors are not part of the Monzoon offer and/or service.

3. Telephone Connection

The access to the Fone telephone service is provided when the customer correctly configures and connects their telephone to the Internet. The telephone adapter is provided by Monzoon for the customer preconfigured and ready to connect, based on a successful ordering of service. For adaptors purchased or provided by the customer, the customer is responsible for the configuration and connection.

The telephone service adapter:
The telephone adapter for the Fone service can be purchased separately by the customer, and in this case is the sole responsibility and property of the customer.

The telephone service software:
The customer has freedom to choose any software for VoIP they would like to use for the service. The customer is responsible for the correct configuration and use of any third party software.

4. Services Provided

The Fone product has the following features: The customer receives a Swiss fixed network number with a Kanton code based on the place of registered residence.

- **Based on the technical properties of IP-telephony, the physical location of a Fone IP telephone connection can only be partially located by emergency service providers. This could delay emergency service providers from located from where a customer calls from. The customer has been explicitly warned of this feature of the Fone service, and agrees to continually keep Monzoon up to date regarding the physical location of where they use their Fone service and connection.**
- Connection to pay numbers and 09XX numbers are not provided as part of the standard Fone service to protect the customer against potentially high costs. If a customer would like to gain access to pay numbers and 09XX numbers they must request this in writing to Monzoon.
- Carrier pre-selection and call to call access is not supported by Fone.
- Fone technical and administrative support is provided to the customer only during normal business hours (Monday to Friday from 9:00 A.M. to 17:00 P.M), with the exclusion of all public holidays in the Kanton of Zürich.

5. The Customer Contract:

- For the provision of the Fone service, a contract must be closed and sent per post to Monzoon including a signed contract, and a copy of the customer's Swiss passport, official foreign national identity card (Swiss ID, Pass, B or C permit).
- The Fone contract has a minimum contract period of one calendar month.
- The Fone contract can only be cancelled in writing at the end of a calendar month.

6. Billing and Invoicing of Service:

- All services are billed monthly in arrears.
- **The customer is hereby explicitly notified that the loss or misplacement of their login and password information can cost the customer large sums of money through misuse by a third party. The customer is solely responsible to protect their login and password. The customer is solely responsible for damage caused by loss of their login and password and eventual misuse by third parties.**
- Monzoon reserves the right to request a deposit from customers when outstanding

telephone invoices exceed 250. - CHF within a monthly period. This deposit payment can be requested also during a monthly billing period.

- When a customer does not pay their telephone invoice 10 days after the payment date on the invoice, Monzoon reserves the right to terminate the telephone service until the customer has paid the outstanding invoice. Monzoon does not provide payment for loss of service due to late payment or other reasons.

By late payment a handling charge of 10. - CHF will be applied to the invoice.

- After a second late payment notification (Mahnung) has been sent Monzoon, and payment is still not received, Monzoon will file a late payment complaint (Betreibung) and later consequently file charges in the appropriate court of law against the customer. The complete cost of the above actions including all legal fees is bourn by the customer.

Price Overview Fone

Service	Invoicing	Price in CHF: (incl. VAT)
Provision of first number	One time	25. –
Basic service fee of 1st number without Monzoon DSL	Monthly	14.90 per month
Basic service fee of 1st number with Monzoon DSL	Monthly	9.– per month
All-inclusive price telephone number porting	One time	75.-
Connection fee per call	Monthly	0.05 per call
Minute tariff	Monthly	Based on price list found on: solutions.monzoon.net
Calls within Fone und e-fon.ch customer base	Free!	Free of cost
Provision of second number	One Time	25.–
Basic service fee of second number	Monthly	5.– per month

Monzoon reserves the right to change products and prices