

Change to the General Terms and Conditions (GTC) as of July 1, 2023

(1)

The new clause 15 «Price adjustment due to inflation» will be included in the General Terms and Conditions.

15. Price adjustment due to Inflation

In addition to clause 8, UPC may adjust the price for each service once a calendar year in line with the inflation. The inflation is calculated according to the Swiss Consumer Price Index of the Federal Statistical Office (CPI Basis December 2020 = 100 points). The starting index is the level of the CPI on January 1st, 2024. If UPC does not make a price adjustment for a service in a calendar year, this right does not expire in subsequent years. **In the event of a price adjustment due to inflation, the customer is not entitled to prematurely cancel the service.**

(2)

In Section 14 «Privacy» the previous provision (on the left) is replaced by the new provision (on the right).

Previous Provision	New Provision
<p>14. How will my data be protected?</p> <p>We undertake to treat your data with care and to use them in accordance with Swiss data protection law. Our Data Protection Guidelines are available at upc.ch/privacypolicy. We may collect and disclose your customer data and information relating to your payment history in relation to the conclusion or handling of customer relationships or the collection of outstanding invoice amounts. You accept that we may save and process your customer data for our own marketing purposes. This may also include the processing of data relating to usage in order to ensure that our services are tailored to need and developed in addition to personal offers. Your data may also be used for these purposes by our partner networks, group companies and third parties appointed by us nationally and abroad. Your data will not be sold. You can inform us at any time in writing that you do not wish to receive any marketing communications.</p>	<p>14. How will my data be protected?</p> <p>We hereby undertake to treat your customer data with all due care and only to use it in accordance with the Swiss Data Protection Act. You agree that we are entitled to pass your personal data to third parties whom we have retained to handle customer relationships or collect outstanding invoice amounts. You agree that we may involve third parties such as manufacturers and suppliers in countries with different data protection standards who, in the provision of maintenance or other services (e.g. call centres) from abroad, may access your personal or telecommunications data on UPC systems and process this data at their locations abroad. These third parties are contractually obliged to comply with the measures required under applicable Swiss law for the processing of personal and telecommunications data. If you purchase services from a third party, we shall be permitted to pass on the customer data to the third party for processing, which the latter requires to fulfil the contractual obligations towards you. You further agree that we may use your customer data for marketing purposes for ourselves, our parent companies and subsidiaries as well as for partner networks and partner companies we have retained, both domestically and abroad, for our marketing purposes, unless you have expressly forbidden us in writing from using your data for marketing purposes. You also agree with UPC carrying out a credit check before activating the services. On the strength thereof, UPC shall be entitled if need be to refuse to provide you with the service. Our privacy policy can be found at upc.ch/privacypolicy.</p>