

YALLO HOME MAX FIBER



Simple, superfast, best price

- 10 Gbit/s high speed
- Latest fiber optic technology
- Including yallo Home Fiber Box for a great WiFi experience

Costs	
Monthly fee	CHF 80
Activation fee	CHF 99
WLAN/Wi-Fi modem (Internet Box)	Gift
Billing	The monthly fee is billed after activation. The monthly fee is automatically billed on a monthly basis until the option is canceled. With activations during a current billing month, the monthly fee will be charged on a pro-rated basis.

Internet services	
Data volume	Unlimited
Download speed	Up to 10 Gbit/s
Upload speed	Up to 10 Gbit/s
Individual speed	The transmission speeds listed represent optimum performance and are not guaranteed. Actual internet speed depends on individual factors that are under the control of the customer or a third party, such as the capacity of the end device, type of connection in the residence, the building's structural characteristics, the distance to the next telephone switchboard, the quality of the connections or other factors and may be slower than the specified maximum internet speed. Cumulative and simultaneous use by various end devices (e.g., TV, mobile & laptop) reduces the bandwidth available for each device.

Contract duration	
Minimum duration	24 months
Cancellation	The contract duration of yallo Home Max Fiber is 24 months. The product can be canceled at the end of the contract period or at any time with due regard to the general notice period of 2 months to the end of any month.
Cancellation contact	<p>The subscription must be canceled either by phone or through yallo Chat. More details are available on our website. Cancellations submitted via letter or e-mail are not valid.</p> <p>You can reach us Monday to Friday, 9 a.m. to 5 p.m.: Give us a call at 0840 00 33 77 or use our chat.</p> <p>Our cancellation service is also free of charge. You can take advantage of our free hotline (in Switzerland). Our convenient chat function is free of charge and available from anywhere in the world.</p>
Early cancellation	If the contract is terminated before reaching the minimum contract duration, the monthly fees for the remaining period must be paid in full.

Miscellaneous	
Availability	<p>Please check the availability of fiber at your address. To use yallo Home Max Fiber you need a fiber optic outlet (also called OTO outlet). This fiber optic outlet is an optical telecommunication outlet (= OTO, for Optical Termination Outlet). In order to connect your home to fiber optic Internet, we need your fiber optic number, also called OTO ID. The number is printed directly on the glass fiber socket (OTO socket). The number usually starts with A or B (in exceptional cases with O or WP) followed by 10 digits in the following format: A.XXX.XXX.XXX.X.</p> <p>If necessary, your administration or your previous tenant can provide you with more information.</p> <p>If there is no fiber optic socket, a technician must perform the installation. We are happy to support.</p>
Fiber optic connection activation period	If you already have a fiber optic socket at home and you provide the fiber number (OTO ID) when ordering, the activation will take about 15 days. If you do not have a fiber optic socket, the activation will take about 3 weeks, because a technician has to install this socket at your home. In exceptional cases it can take up to 6 weeks.
Current provider	Your existing internet contract with your current provider won't be terminated automatically. You have to cancel the contract with your current internet provider yourself. Please observe the notice periods. If you are already surfing on fiber optic technology, the contract must be canceled before ordering yallo Home Max Fiber to avoid a delay in the activation.
Service fees	See price list service fees
Support	<p>Free sales consultation: call 0800 00 48 53 (Mon.–Fri., 9 a.m. to 8 p.m./Sat.–Sun., 10 a.m. to 2 p.m.)</p> <p>Customer Service Chat tool (on the web page): Mon.–Fri., 9 a.m to 8 p.m./Sat.–Sun., closed</p> <p>or</p> <p>Customer Service hotline (CHF 1.50/call): call 0900 00 44 88 (Mon.–Fri., 9 a.m. to 8 p.m./Sat.–Sun., 10 a.m. to 7 p.m.)</p>