



## 1 General Provisions

These subscription terms form an integral part of the contractual relationship between the customer and green.ch AG. They supplement the General Terms and Conditions of Business (GCB) and govern specific aspects of use, service provision, and rights and obligations in connection with the respective subscription.

The terms may vary depending on the product offering and are based on the individual contract concluded with green.ch AG (individual contract). The terms in effect at the time the contract is concluded will apply, unless otherwise stipulated (e.g. in the context of promotions or special agreements).

In the event of contradictions between the various contractual documents, the individual contract, including any promotional or special agreements, takes precedence over the Subscription Terms and the General Terms and Conditions of Business (GCB).

## 2 30-day free trial

The free trial applies for 30 days after the registration of the Hosted Exchange 2016 subscription and is independent of the time of creation of the mailboxes, as well as the time of activation of the options. All activated mailboxes and options are free of charge within the 30-day test phase. After the test phase has expired, all active mailboxes and options are regularly billed. If further use of the service is not desired, all activated mailboxes and options must have been deleted through the administration portal (<https://green.edgepilot.com>) before the expiration of the phase.

## 3 Invoicing period and subscription length

Minimum subscription length: one month

All invoices are payable in full within 30 days of the invoice date. Late payments will incur a late fee of CHF 20.–.

## 4 Billing method

Invoicing occurs after the end of the test phase with an interval of 2 months. The activated mailboxes and options are billed on a monthly basis.

## 5 Late payment

In the event of default of payment, green.ch AG is entitled to block access immediately. If the connection is deactivated due to a late payment, it will only be reactivated upon written request and after full payment of all outstanding amounts as well as upon payment of a new activation fee and an additional CHF 50 processing charge.

## 6 Subscription upgrades and downgrades

The customer can make mutations at any time in the administration portal (<https://green.edgepilot.com>). It must be taken into account that the services are billed on a monthly basis and therefore a downgrade is only taken into account for the subsequent term.

## 7 Fair Use Policy

For services without set usage or quantity limits, the fair use policy applies. This allows the customer unrestricted use within the scope of normal, non-excessive use.

Use is considered excessive if it results in a sustained or unusually high load on systems or data connections, thereby impairing the quality of the service provided to other customers.

Examples of excessive use include:

- permanent offering of large amounts of data (e.g. music, video or image downloads),
- commercial use of the connection
- operation of data-intensive server services via the private connection

In such cases, green.ch AG reserves the right to restrict, throttle or temporarily deactivate the services concerned.

If the mailbox size of 50 GB is exceeded, the performance can be affected considerably. For providing an unlimited mailbox, the included archive must be used and the mailbox must not contain more than 10% spam messages.

## 8 Termination

The cancellation of mailboxes and options must be done by the customer in the administration portal (<https://green.edgepilot.com>).

[green.ch General Terms and Conditions](#)