



xDSL und Fiber Service Level Agreements

1.1 Overview of SLAs

To meet the various quality requirements, green.ch offers two service level agreements for the xDSL service.

	Fault acceptance	Troubleshooting	Reaction time
Standard SLA	365 days x 24 hours	Monday to Friday 8:00 to 17:30 (CET) <small>*Excluding national/local holidays</small>	Best effort Escalation 5 business days after ticket creation
Business SLA	365 days x 24 hours	Monday to Friday 8:00 to 17:30 (CET) <small>*Excluding national/local holidays</small>	≤ 8 hours

Support is available during support hours via the support hotline +41 844 842 842 or at <http://contact.green.ch>. Incidents can be reported to <http://contact.green.ch> every time.

1.2 Standard SLA

The standard SLA is provided at the “best effort” service level. Escalation is only possible 5 working days after a ticket was requested. Bandwidths and availability are not guaranteed. Depending on the distance to the local exchange and the quality of the copper conductors, performance may vary.

All xDSL subscriptions come with a standard SLA. Business SLA can be purchased optionally CHF 20.00 per month incl. VAT.:



1.3 Business SLA

The business SLA option provides you with an additional business service level. This includes a guaranteed response time of 8 hours during office hours plus priority troubleshooting services.

On request, we offer a business service level agreement with your Green Internet connection for a higher level of support. The monthly fee is CHF 20.00 incl. VAT.

Subscription	Max. Download Speed	Max. Upload Speed	ADSL	VDSL	Fiber
Packages					
Internet Start	Up to 50 Mbit/S	Up to 50 Mbit/s			X
Internet Comfort	Up to 100 Mbit/s	Up to 100 Mbit/s			X
Internet Plus TV	Up to 100 Mbit/s	Up to 100 Mbit/s			X
Internet Basic	Up to 2 Mbit/s	Up to 0.4 Mbit/s	X	X	
Internet Start	Up to 50 Mbit/S	Up to 10 Mbit/s		X	
Internet Comfort	Up to 100 Mbit/s	Up to 20 Mbit/s		X	
Internet Plus TV	Up to 100 Mbit/s	Up to 20 Mbit/s		X	
Internet Flex					
Home und SOHO 25	Up to 25 Mbit/s	Up to 5 Mbit/s		X	
Home und SOHO 50	Up to 50 Mbit/s	Up to 10 Mbit/s		X	
Home und SOHO 100	Up to 100 Mbit/s	Up to 20 Mbit/s		X	
Home und SOHO 500	Up to 500 Mbit/s	Up to 100 Mbit/s		X	
Home und SOHO 25	Up to 25 Mbit/s	Up to 25 Mbit/s			X
Home und SOHO 50	Up to 50 Mbit/s	Up to 50 Mbit/s			X
Home und SOHO 100	Up to 100 Mbit/s	Up to 100 Mbit/s			X
Home und SOHO 500	Up to 500 Mbit/s	Up to 500 Mbit/s			X
Home und SOHO 1000	Up to 1000 Mbit/s	Up to 1000 Mbit/s			X