

General terms and conditions of the Swiss Federal Institute of Technology in Zurich for the procurement and utilisation of the mobile telephony service (CMN)

General provisions

1. Scope

- 1.1. These general terms and conditions apply to all sections of the Swiss Federal Institute of Technology in Zurich (ETH Zurich).
- 1.2. The general terms and conditions govern all issues concerning the official mobile subscriptions within the ETH Zurich mobile telephony service (CMN).
- 1.3. With the order in the IT Shop and the release via ETHIS, the GTC are considered accepted by the applicant and the person responsible for the budget.
- 1.4. The mobile telephony service is a combination of fixed network and mobile network in the ETH Zurich area and is not offered as an individual service.

2. Contractual partners

- 2.1. The mobile telephony service is implemented exclusively with Swisscom.
- 2.2. Responsibility for the subscription system lies with the ICT Infrastructure section of IT Services (ID INFRA) at ETH Zurich.
- 2.3. The combination mentioned under 1.4 forms part of a mobile communication system that is as cost-efficient as possible.

3. Users

- 3.1. The offer applies exclusively to employees of ETH Zurich.
- 3.2. It is not planned to extend the offer for private use.
- 3.3. The Mobile Telephony Service is ordered exclusively by the applicant via the ETH Zurich IT Shop and requires approval by the person responsible for the budget in ETHIS.
- 3.4. The person or persons in charge of the budget are responsible for the utilisation of the subscription and for bearing the costs incurred.

4. Subscription system

- 4.1. Any changes to subscriptions must be handled personally by the users via the IT Shop.
- 4.2. New subscriptions (order SIM card) and contract-relevant changes to existing subscriptions (type, cost center, cancellation) must be requested via [IT Shop](#).
- 4.3. Adoption and surrendering of subscriptions is approved and supported only with Swisscom subscriptions.

5. Costs

- 5.1. The tariffs for the service are reviewed and renegotiated regularly by ID INFRA.
- 5.2. There is a confidentiality agreement with Swisscom. The tariffs may not be communicated outside of ETH Zurich.
- 5.3. The current mobile tariffs for ETH Zurich are listed in the tariff overview.
- 5.4. All costs are billed according to the user and charged directly to the corresponding fund or PSP-Element. In normal circumstances, there is no further correspondence regarding this billing.

6. Additional services

- 6.1. If fee-based additional services are charged with the subscription, these will also be charged directly to the relevant fund. Any further charging to the person who caused the expense must be initiated and processed by the person in charge of the budget.

7. Mobile Endpoint devices

- 7.1. The ETH Zurich subscriptions do not include any device subsidies. It is not possible to obtain any mobile devices at preferential prices or subscription extensions in the Swisscom shop.
- 7.2. Mobile endpoint devices such as "mobile phones" or "smartphones" cannot be obtained by ID INFRA but should be procured via the IT Support Group (ISG) for the departments, institutes or administrative departments.

- 7.3. Support for configuring these devices and integrating into the ETH network (smartphones) to use the mobile services (calendar, e-mail, etc.) should be requested from the decentralised ISG or from the Service Desk (<http://helpdesk-anfrage.ethz.ch/>).

8. Adopting and surrendering telephone numbers (porting)

- 8.1. Adopting existing numbers into the ETH Zurich contract is possible only from Swisscom subscriptions. This porting can be carried out only via IT Shop. These subscriptions cannot include any contractual commitments whatsoever (e.g. combination with a private fixed network or other [mobile] subscriptions).
- 8.2. Surrendering telephone numbers (if an employee leaves) is generally possible and are ordered personally via the IT Shop. A new subscription holder address must be specified to do this. Subscriptions can be surrendered for all Swisscom mobile subscriptions. The takeover confirmation is the responsibility of the employees who want to take over the phone number.
- 8.3. ID INFRA does not carry out porting from one telecommunications service provider to another. If users want to switch their existing telephone numbers to Swisscom for the purposes of integration into the contract of ETH Zurich, the users must arrange this themselves with the relevant providers. As soon as Swisscom provides the relevant confirmation, the telephone number can be integrated via the IT Shop into the ETH Zurich contract.

9. Data traffic

- 9.1. Bear in mind that the charges for data traffic on mobile devices are high abroad in particular.
- 9.2. The possible data options are listed in the tariff overview. Data packages must be purchased yourself via the Swisscom portal (Cockpit).
- 9.3. Data packages may only be purchased at the expense of ETH Zurich if they are used for business purposes. Data packages for private purposes must be paid for in the cockpit with the private credit card.

10. Loss of a subscription

- 10.1. In the case of loss (theft, etc.) of a mobile or the SIM Card, Swisscom must be asked to lock the telephone number immediately. The user can arrange this directly.
- 10.2. Telephone numbers for locking a number
Within Switzerland: 0800 800 800
Outside of Switzerland: +41 800 800 800
- 10.3. Please notify ID INFRA mailto: cmn@id.ethz.ch also, specifying the telephone number and the date it was locked.
- 10.4. To reactivate the locked telephone number, contact ID INFRA.

11. Delimitations

- 11.1. The user bears the responsibility to the person responsible in charge of the budget in the organisational unit for any connection or service charges incurred.
- 11.2. ID INFRA is responsible for all contractual issues with respect to Swisscom and acts as a representative of the holders of all of the ETH Zurich subscriptions.

12. Cancellation

- 12.1. The Subscription may be terminated by the Users subject to the notice periods or the telephone number may be ported to a personal subscription.
- 12.2. The minimum term of a newly purchased subscription is one month.
- 12.3. Cancellation must be ordered at least 5 days in advance and can be ordered maximum 60 days in advance via IT Shop.ID INFRA is responsible for all contractual issues with respect to Swisscom and acts as a representative of the holders of all of the ETH Zurich subscriptions.