

Flat-rate Installation

Initial installation of our products is simple and is described in detail in the enclosed instruction manual. upc-cablecom.ch/support.htm

However, should you require help, do not hesitate to contact us on **freephone number 0800 678 101**, Mon - Fri, 8 am to 8 pm. One of our telephone advisers will be happy to guide you through the installation process step by step. Please have your customer number ready. You will find it on the delivery note that came with your device.

If the advice you receive on the telephone does not achieve the desired result, or if you need additional technical works, subject to charges (see tariff list), then our professional technicians will carry out the initial installation in your own home.

Flat-rate installation fees

• Installation of one new product from upc cablecom	CHF 100.-
• Installation of two new products from upc cablecom	CHF 125.-
• Installation of three new products from upc cablecom	CHF 150.-

The following extra works are carried out by our technicians at the request of the customer and are invoiced by the hour:

• E-mail setup per e-mail address	CHF 20.-
• Setup of WLAN router or WLAN modem from upc cablecom for one computer (price without hardware) each additional computer (PC or laptop)	CHF 60.- CHF 25.-
• Work on existing telephone systems and cabling (where several telephones are used)	CHF 32.50 per quarter of an hour
• Integration of the Mediabox into existing hi-fi or home cinema systems	CHF 32.50 per quarter of an hour
• Setup of other devices (routers, powerline adapters, etc. not provided by upc cablecom)	CHF 32.50 per quarter of an hour

Prices subject to change.

For all other queries please contact our hotline on **0800 66 88 66**



upc cablecom

More Power, More Joy.