

PRICELIST OF SWAN MULTIMEDIA SERVICES valid from October 1, 2015

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1. FIBRE-OPTIC INTERNET

SERVICE	MAXIMUM CONNECTION SPEED	MONTHLY FEE WITHOUT SUBSCRIPTION	MONTHLY FEE WITH SUBSCRIPTION
INTERNET S	50/5 Mbit/s	15.99	10.99
	15/15 Mbit/s	15.99	10.99
INTERNET M	70/7 Mbit/s	19.99	14.99
	30/30 Mbit/s	19.99	14.99
	50/50 Mbit/s FUP*	19.99	14.99
INTERNET L	90/9 Mbit/s	24.99	19.99
	50/50 Mbit/s***	24.99	19.99
SENIOR **	4/1 Mbit/s	11.99	8.99

* The service is available only in Trnava, Sereď and Pezinok. The principle of correct use of internet service applies: maximum of 5 GB of data transmission (in or out) per hour. If this limit is exceeded the transmission limit will be reduced to 1/20 of the internet speed for a 24-hour period.

** INTERNET SENIOR is intended solely for retirees who provide salary allotment form social insurance agency for old age pension and for customers with severe disability certificate.

*** The service is not available in Trenčín, Púchov, Nová Dubnica and Dubnica nad Váhom. During the subscription to the service, it is possible to change the subscribed service or service package only for a service or service package with a higher monthly fee.

Adding digital TV service to the fibre-optic internet service: In case you have an fibre-optic internet service subscription for an agreed fixed period and you decide to subscribe to a digital TV service in the same point of access (e.g. you would like to use both fibre-optic internet and digital TV services at home), we will be pleased to offer you special rates for using both services at the same time.

We offer service package of fibre-optic internet and digital TV. By choosing one of the packages, the fixed period of the original subscription will change into a new fixed period of subscription which will be same for both services. The first day of the new fixed period of subscription is the day of subscription to the digital TV service. The fee for rental of device necessary for using the digital TV service (set-top box) is derived from the length of the fixed period of the service. If you have been using fibre-optic internet service without subscription, the fee for the set-top box provided as part of the digital TV service will depend on the service package you choose and the length of its fixed period. In case you would like to activate multiple data sockets or multiple set-top boxes in a single point of access (e.g. within a single residence), it is necessary to buy an extra device – switch and rent another set-top box.

2. DSL INTERNET

OFFER PRICES when subscribing for more than 18 months. DSL connector is included in the price of the service.

DSL CONNECTOR NAKED – SERVICE NOT BOUND TO VOICE LINE

FLAT SERVICES (unlimited data)	DEVICES	MAXIMUM CONNECTION SPEED (Mbit/s)	MONTHLY FEE
ADSL FLAT Home	modem	5 / 0.5 Mbit/s	14.50
ADSL FLAT Profi with modem	modem	10 / 1 Mbit/s	19.50
ADSL FLAT Profi with router	router	10 / 1 Mbit/s	22.50
VDSL Home with router	router	20 / 2 Mbit/s	25.50
VDSL Profi with router	router	50 / 5 Mbit/s	29.50

Possibility of purchasing the device (DSL modem/single port DSL router or DSL router according to the type of service) for 1.00€ including VAT.

OFFER PRICES

DSL CONNECTOR PARTNER TP – SERVICE BOUND TO VOICE LINE

FLAT SERVICES (unlimited data)	DEVICES	MAXIMUM CONNECTION SPEED (Mbit/s)	MONTHLY FEE
ADSL FLAT Home	modem	5 / 0.5 Mbit/s	12.50
ADSL FLAT Profi with modem	modem	10 / 1 Mbit/s	17.50
ADSL FLAT Profi with router	router	10 / 1 Mbit/s	20.50
VDSL Home with router	router	20 / 2 Mbit/s	23.50
VDSL Profi with router	router	50 / 5 Mbit/s	27.50

Possibility of purchasing the device (DSL modem/single port DSL router or DSL router according to the type of service) for 1.00€ including VAT.

Increased speed of upstream up to 1,024 kbits/s* for 3€ a month including VAT.

*The speed is not guaranteed.

Offer prices of DSL services are valid only for 18 month fixed period contracts. SWAN, a.s. guarantees the above prices for the whole fixed period stated in the Contract for Connection. After the expiration of the fixed period the customer will be charged standard prices according to the valid price list. The offer prices are available both to new and existing customers

(who are using the services without the fixed period subscription). Offer prices are available until January 31, 2016. SWAN, a.s. reserves the right to extend the validity of offer prices.

DSL DEVICES AND COMPLEMENTARY SERVICES

	FEE	CHARGED
ADSL modem/single port ADSL router	29.00	One-off
ADSL Wi-Fi router	36.00	One-off
VDSL Wi-Fi router	120.00	One-off
Installation fee	1.00	One-off
Configuration of DSL device in the branch	12.00	One-off
relocation of DSL connection	9.90	One-off

3. DIGITAL TV

SERVICE	DESCRIPTION	MONTHLY FEE without subscription	MONTHLY FEE with subscription
DIGITAL TV S	More than 35 TV channels including 17 TV channels in HD	10.99	7.99
DIGITAL TV M	More than 50 TV channels including 22 TV channels in HD	14.99	11.99
DIGITAL TV L	More than 80 TV channels including 25 TV channels in HD	17.99	14.99
DIGITAL TV XL	More than 111 TV channels including 41 TV channels in HD	32.99	29.99

LIST OF TV CHANNELS

COMPLEMENTARY PACKAGES	TV CHANNELS	MONTHLY FEE
Package Sport	Slovak Sport TV 1, Slovak Sport TV 1 HD, Slovak Sport TV 2, Slovak Sport TV 2 HD, Auto motor a sport, Auto motor a sport HD, Sport 1, Sport 1 HD, Sport 2, Sport 2 HD, Sport 5, Eurosport 1, Eurosport 2	3.29
Package Gourmet	TV Paprika, Food Network, Mnam TV	0.99
Package Document	Spektrum Home, National Geographic, Nat Geo WILD, Travel Channel, Viasat History, Viasat Explore/Spice, Viasat Nature, History Channel	2.99

Package Mix	Canal 24, France 2, France 3, HRT 1, HRT 2, Ki.KA, Rai Uno, TVE, France 24 (EN), France 24 (FR), AXN White, AXN Black, Golf Channel, Golf Channel HD, Spektrum Home, Music Box/ Šláger TV	2.99
Package FilmBox	DocuBox HD, EroX HD, EroXXX HD, FashionBox HD, FightBox HD, FilmBox, FilmBox Extra HD, FilmBox Family, FilmBox Plus, FilmBox Premium, 360 TuneBox HD	4.99
Package HD Plus	Eurosport HD, Discovery Showcase HD, History Channel HD, National Geographic HD, Spektrum HD	6.99
Package HBO	HBO, HBO HD, HBO 2, HBO 2 HD, HBO Comedy, HBO Comedy HD	8.99
Package Home Cinema	HBO, HBO HD, HBO 2, HBO 2 HD, HBO Comedy, HBO Comedy HD, Cinemax, Cinemax HD, Cinemax 2, Cinemax 2 HD	11.99
Package Cinemax	Cinemax, Cinemax HD, Cinemax 2, Cinemax 2 HD	6.15
TV archive	7 days (30 recorded TV channels)	3.15
IOS, Android, and Windows Phone application	Jednotka, Dvojka, Markíza, JOJ, JOJ Plus, Doma, TA3, ČT1, ČT2, FilmBox, FilmBox Plus	0.99
Recording	24 hour space for recordings	0.99

DIGITAL TV S

Jednotka	Doma HD	ČT24 HD	ORF2	TV Nitrička
Jednotka HD	Dajto	CETV	Senzi	TV NOE
Dvojka	Dajto HD	DTV	Senzi HD	TV Pezinok
Dvojka HD	WAU	Dúbravská TV	Slovak Sport 2	TV Považie
Markíza	WAU HD	Duna TV HD	Slovak Sport 2 HD	TV Púchov
Markíza HD	TA3	Euronews	Spartak TV	TV RiK
JOJ	ČT1	Fashion TV	Spartak TV HD	TV RiK HD
JOJ HD	ČT1 HD	KINOSVĚT	Televízia Z	TV Ružinov
JOJ Plus	ČT2	M2 HD	TV 8	TV Trenčín
JOJ Plus HD	ČT2 HD	MTT	TV Bratislava	ZSTV
Doma	ČT24	ORF1	TV Lux	

DIGITAL TV M (digital TV S is included as well)

Auto motor a sport	Discovery Channel	History Channel	Sport 1	World Fashion
Auto motor a sport HD	Eurosport	Jim Jam	Sport 1 HD	
CS Film/CS Mini	Fashion TV HD	RTL	Sport 2	
Deluxe Music	FilmBox	Slovak Sport	Sport 2 HD	
Disney Channel	FilmBox Plus	Slovak Sport HD	VH1 Classic	

DIGITAL TV L (digital TV S and M are included as well)				
Eurosport 2	Minimax/C8	CNN	Redlight HD	VH1
Nova Sport 1	AMC	Duck TV	Sat 1	Viasat Exlore/Spice
Nova Sport 1 HD	Animal Planet	Duck TV HD	Spektrum	Viasat History
Discovery World	AXN	FLN	TV5 Monde	Viasat Nature
Discovery Science	BBC World	Hustler	TV Paprika	
National Geographic	CBS Reality	Pro 7	Universal Channel	

DIGITAL TV XL (digital TV S,M and L are included as well)			
ARD	FilmBox HD	HBO HD	National Geographic HD
AXN White	FilmBox Family	HBO 2	Nat Geo Wild
AXN Black	FilmBox Premium	HBO 2 HD	Rai UNO
Canal 24	Food Network	HBO Comedy	Spektrum HD
Discovery Showcase HD	France 24 (FR)	HBO Comedy HD	Spektrum Home
DocuBox HD	France 24 (EN)	History Channel HD	Sport 5
EroX HD	France 2	HRT 1	Travel Channel
EroxXXX HD	France3	HRT 2	TVE
Eurosport HD	Golf Channel	Ki.KA	360 TuneBox HD
FashionBox HD	Golf Channel HD	Mňam TV	
FightBox HD	HBO	Music Box/Šlágér TV	

SERVICE		MONTHLY FEE
KOMFORT S	100 prepaid minutes for calls to land lines and mobile networks in Slovakia and for calls to land lines of selected countries from tariff zone 0 and I. Unlimited calls to land lines in Slovakia from 7:00 pm until 7:00 am and during weekends and state holidays.	5.99
KOMFORT M	200 prepaid minutes for calls to land lines and mobile networks in Slovakia and for calls to land lines of selected countries from tariff zone 0 and I. Unlimited calls to land lines in Slovakia from 7:00 pm until 7:00 am and during weekends and state holidays.	7.99
KOMFORT L	400 prepaid minutes for calls to land lines and mobile networks in Slovakia and for calls to land lines of selected countries from tariff zone 0 and I. Unlimited calls to land lines in Slovakia.	11.99
KOMFORT XL	Unlimited calls to land lines and mobile networks in Slovakia and calls to land lines of selected countries from tariff zone 0 and I from the very first minute.	19.99

4. LAND LINE PHONE

If you have any of the optic internet services, digital TV or service package, you can get a land line phone for an reduced price.

	KOMFORT S	KOMFORT M	KOMFORT L	KOMFORT XL
WITH OPTIC INTERNET/DIGITAL TV	4.99	5.99	9.99	17.99
WITH SERVICE PACKAGE	3.99	4.99	8.99	16.99

TABLE OF COUNTRIES ACCORDING TO THE TARIFF ZONES

0 – Czech Republic, Germany, Hungary, Poland, Austria

I – Belgium, Bulgaria, Cyprus, China, Denmark, Estonia, Finland, France, Greece, Netherlands, Croatia, Ireland, Iceland, Canada, Liechtenstein, Lithuania, Latvia, Luxemburg, Malta, Monaco, Norway, Virgin Islands, USA, Puerto Rico, Portugal, Romania, Russia, Slovenia, United States of America, Spain, Switzerland, Sweden, Italy, Vatican, Great Britain and Northern Ireland

LANDLINE PHONE – KOMFORT TARIFF

SERVICE	RATE PER MINUTE
Local calls(off peak/peak)	0.0599 / 0.0299
Intercity calls(off peak/peak)	0.0599 / 0.0299
Calls into mobile networks (off peak/peak)	0.1199
International calls – zone 0	0.0599
International calls – zone I	0.0599
International calls – zone II	0.2199
International calls – zone III	0.4599
International calls – zone IV	1.9900
International mobile networks	0.2599
Free phone lines (0800 XXX XXX, 15X, 112)	0.0000
Phone lines with shared rates (0850 XXX XXX)	0.0518
Calls into corporate networks (096X)	0.0518
Number for a dialled access to internet (019XY) (off peak/peak)	0.0319/0.0159
Shortened regional phone numbers (16 XXX)	0.0996
Shortened national phone numbers (17 XXX and 18 XXX)	0.1553
Services of network providers (12 XXX except 12 149 and 12 111)	0.2748
Customer numbers info line (1181)	0.9900
Customer numbers info line Orange (1185)	0.9900
Info Assistant Service (12 111)	0.9900
Universal voice mail service (0806 A 0809 XXX XXX)	0.0757
Calls to voice over IP numbers (VoIP) (0650 XXX XXX, 069X XXX XXX)	0.0359

5. SWAN MULTIMEDIA SERVICE PACKAGES + ESET SMART SECURITY

SERVICE	DESCRIPTION	MONTHLY FEE without subscription	MONTHLY FEE with subscription
DUO S	INTERNET S + TV S	17.99	14.99
DUO M	INTERNET M + TV M	22.99	19.99
DUO L	INTERNET L + TV L	27.99	24.99
DUO XL	INTERNET XL + TV XL	38.99	34.99
ESET*	ESET Smart Security (for WINDOWS, MAC and LINUX)	5.00	3.00

* Registration number for ESET Smart Security service will be delivered within 14 days from the date of signing the contract. The fee for ESET Smart Security service is just 2 € a month if you already have a service package.

If cable TV is accessible in your area, you get a cable TV service for a second TV with Duo service package for free.

If you have DUO S service package, you can increase the speed of internet to internet M for 3€ a month or to internet L for 6€ a month!

With DUO M service package you can increase the speed of internet to internet L for 3€ a month!

If you have any of the optic internet services, digital TV or service package, you can get a land line phone for an reduced price.

	KOMFORT S	KOMFORT M	KOMFORT L	KOMFORT XL
WITH OPTIC INTERNET/DIGITAL TV	4.99	5.99	9.99	17.99
WITH SERVICE PACKAGE	3.99	4.99	8.99	16.99

6. SERVICE SET-UP

INSTALATION	WITHOUT SUBSCRIPTION	12 MONTH SUBSCRIPTION	24 MONTH SUBSCRIPTION
Digital TV ^{a/e/f}	135.90	79.90	19.90 ^b / 39.90 ^c
Land line phone ^d	29.90	9.90	1.00
Internet ^{a/f}	33.90	16.90	1.00

Activation fee 60€/ONE-OFF (NOW FOR FREE)

^a Installation fee includes: 1x drilling a hole from common hallway to the flat of a customer and 1x inside of the flat of the customer, laying 15 metres of cable, 1 piece of data socket, 3 metre interconnecting FTP cable with RJ 45 plugs for each installed device (set-top box, phone, router), filling in installation protocol. To rule out any ambiguities, the delivery and installation of devices (router, Wi-Fi router, etc.) is not included in the price of internet service installation. It is possible to order extra complementary services in accordance with SWAN MULTIMEDIA price list.

^b Installation fee valid for DUO service packages (internet + digital TV).

^c Installation fee for digital TV service only.

^d Installation of land line phone includes setting up phone connector, which allows connecting a common phone.

^e Rental of devices provided as part of services for offer prices is subject to a contract for fixed period connection according to which the customer agrees to use a service package SWAN MULTIMEDIA in a particular access point (e.g. within a single residence) for a specific period of time. SWAN, a.s. reserves the right to define the services included in service packages of SWAN MULTIMEDIA during the agreed fixed period.

^f Activation of multiple data sockets or multiple STBs within a single access point (e.g. within a single residence) is subject to purchase of switch device. SWAN, a.s. reserves the right to set the maximum number of set-top boxes within a single residence.

7. COMPLEMENTARY SERVICES AND OTHER DEVICES

	PRICE	CHARGED
Extra phone number with fixed payment tariff Komfort	1.99	Monthly
Delivery of calls statement	3.99	For the statement
Delivery of dunning letter	2.00	One-off
Additional requested works during the installation – 1 hour of work of the technician ^g	10.00	One-off
1 metre TP indoor cable min. Category 5E/coax. cable	0.70	One-off
1 metre PVC listel 40 x22 mm	1.40	One-off
1 piece of data/TV socket	10.00	One-off
1 piece of connector RJ 45/RJ 11	1.00	One-off
1 piece connector RG 11 / RG 6	3.50	One-off
1 piece of connector hub (connector F)	4.50	One-off
1 piece analogue connector/plug	1.00	One-off
1 piece connector RJ 45	4.00	One-off
Cable with RJ45 plug - 0.5 - 3m	2.50	One-off
Cable with RJ45 plug 5-10 m	4.00	One-off
Analog amplifier	75.00	One-off
Hole drilling	4.00	One-off
Drive out of technician ^h	39.80	One-off
Drive out – set-up and optimisation of Wi-Fi router ⁱ	39.80	One-off
Baseless drive out of technician	40.00	One-off
Fixed public IP address ^w	3.35	Monthly
8-port SWITCH	12.00	One-off
Wi-Fi router TP link	24.90	One-off
Router ASUS RT32G ^j	60.40	One-off
Router ASUS WL 520 GC ^j	60.40	One-off
Panasonic KX-TG 1611 without subscription ^k	24.99	One-off
Panasonic KX-TG 1611 12 month subscription ^k	11.99	One-off
Panasonic KX-TG 1611 24 month subscription ^k	1.00	One-off
RGW without subscription	115.00	One-off
RGW 12 month subscription	84.00	One-off
RGW 24 month subscription	9.90	One-off
Renting extra HD STB ^l	2.99	Monthly
Installation fee for installation of rented STB ^m	19.90	One-off
Changing a cable damaged by client/contractual fine for failing to return	20.00	One-off
Fee for changing a service for a lower one ⁿ	19.90	One-off
Exchange of STB remote control damaged by client/contractual fine for failing to return	33.00	One-off
Exchange of a feed-in adapter damaged by client/contractual fine for failing to return	25.00	One-off
Relocation ^o	69.00	One-off
Fee for reconnecting ^q	20.00	One-off

Transfer of a single phone number from a different company into SWAN ^r	Free	
Paying a bill cash	1.00	One-off
Administrative fee	5.00	One-off
Contractual fine for failing to return STB	135.90	One-off
Contractual fine for failing to return RGW	115.00	One-off
Contractual fine for failing to return ATA convertor	55.00	One-off
Setting up optical connector and RGW for RD Monari – Slovenský Grob ^s	249.00	One-off
Setting up optical connector and RGW for a family house – Slovenský Grob ^s	349.00	One-off
Setting up optical connector and RGW for Viladomy – Slovenský Grob ^s	99.00	One-off
Setting up optical connector and RGW for Viladomy – Pezinok ^s	99.00	One-off
Setting up optical connector and RGW for a family house – Pezinok ^s	349.00	One-off
Contractual fine for failing to return DOCSIS modem	45.00	One-off
Contractual fine for failing to return DOCSIS VoIP modem	90.00	One-off
Contractual fine for failing to return GPON end device	80.00	One-off
Contractual fine for failing to return 5.8 Ghz AP	90.00	One-off
Fee for self installation ^t	9.90	One-off
Fee for self installation ^u	39.90	One-off
Voucher for online optimization – organising computer ^v	20.00	One-off
Setting up optical connector and RGW for a family house - Ćerešňový vrch	300.00	One-off
Setting up optical connector and RGW for a family house – Za Traťou I., II, III	200.00	One-off
Setting up optical connector and RGW for a family house – Za Traťou IV	300.00	One-off
Setting up optical connector and RGW for a family house - Pekne pole	200.00	One-off
Disconnection fee	10.00	One-off
Contractual fine for failing to return LTE router Huawei E5172	100.00	One-off
Contractual fine for failing to return A33 external antenna	8.00	One-off
Contractual fine for failing to return LTE router B822	245.00	One-off

^g Small installation material (fasteners, screws, plaster, isolating tape, etc.) is included in the price of hourly rate of the technician's work charged for additional work requested by client.

^h Minimum of 19.90€ excluding VAT/30 min.

ⁱ It applies only to fibre-optic services, service is free of charge when installing a new internet connection.

^j It is provided by NetCore, s.r.o., Pezinok.

^k It is possible to purchase the end device only with Komfort service or as a part of a service package.

^l MONTHLY FEE for rental of extra HD set-top box of the same value as during the fixed period applies also when customer continues to use the service for indefinite period after the end of fixed period. Customer is obliged to return the HD set-top box together with accessories without any delays to SWAN, a.s. after the expiration of contract according to which a HD STB was provided to the customer for use.

^m Fee is payable at the time of rental of an extra STB.

ⁿ It applies only to the customers without subscription. It is free of charge for customers renewing a subscription.

^o It is included in the installation fee for a subscription when renewing the subscription to the service.

^q After disconnecting requested by client and on the part of SWAN, a.s.

^r With one Komfort service it is possible to transfer free of charge only one single phone number.

^s The fee includes Wi-Fi router, possibility to connect up to five set-top boxes and possibility to connect up to 5x gigabit Ethernet.

^t It applies to fibre-optic services when renewing subscription for 24 months and collecting the device at a contact point.

^u It applies to fibre-optic services when renewing subscription for 12 months and collecting the device at a contact point.

^v The value of the online service is 50 €. This service is available only to SWAN, a.s. customers who can purchase the service with 60% discount. The voucher will be delivered to the customer electronically to his contact email address.

^w It is not possible to purchase with 4G/LTE services.

If customer takes legal measures to terminate contract during the fixed period, company SWAN, a.s. is entitled for a supplemental compensation from the customer in the amount which is set as follows: the difference between standard price and offer price multiplied by the number of months for which the service was in use.

Rental of devices included in the services for offer prices is conditioned by signing an agreement about connection for a fixed period on the basis of which the customer is bound to use an agreed SWAN MULTIMEDIA service package in a specific connection point (e.g. within a single residence) during an agreed period of time. SWAN a.s. reserves the right to define the content of individual SWAN MULTIMEDIA service packages for the agreed fixed period of time. Change of SWAN MULTIMEDIA service or service package during the fixed period is possible only in case when the currently used SWAN MULTIMEDIA service or service package is changed for a service or service package with a higher monthly fee.

All prices are in EUR including VAT.

The company reserves the right to change prices for reasons directly or indirectly resulting from a change in general binding legal regulation, decision of competent public administration authority, or European Union authority; an example of the general binding legal regulation change in question could be a change in Act No. 351/2011 Coll. on Electronic Communications, as amended, amendments to consumer protection regulations, amendments to regulations about personal data processing, change to the Act No. 222/2004 Coll. on Value Added Tax, as amended, or other tax regulations, as well as change or replacement of any other generally binding legal regulation.

www.swan.sk

Customer support 0650 123 456. The phone line is available 24 hours a day and is free of charge for Komfort service customers.