

LOYALTY PAYS OFF

Loyalty is precious not only in love and we at UPC know how to appreciate it. Do you want proof?

Promise us that you will remain with UPC for longer than 12 months and you will automatically receive special loyalty pricing. And because we don't forget about those who have been loyal to us for a number of years, this offer is also valid for our existing customers.

Enjoy faster Internet and more TV channels for a special price

Service example:

Happy Home Internet 300+ and TV Komfort+

- Internet with speed of 300 Mb/s
- TV Komfort with 100 TV channels
- Horizon Go App for watching TV on mobile devices
- Video library My Prime
- Phone with 30 free minutes across the Czech Republic and abroad

loyalty price: **929 CZK/month**

standard price: 1 189 CZK/month

More information about loyalty prices

- In UPC TV and Internet offer you can find two types of prices – standard pricing and loyalty pricing. Loyalty price equals standard price reduced by discount for loyalty.
- If you want to get the loyalty price you need to fulfill conditions stated in General terms and conditions and use the service properly within the loyalty period which lasts 12 months unless otherwise agreed in the contract.
- The loyalty discount will be included in your invoice from activation of the service. But if you don't fulfill the loyalty pricing conditions, you are not entitled to the loyalty discount. In that case you will receive a corrective invoice. In corrective invoice are provided services charged in a standard price from the beginning of current loyalty period.
- The loyalty period runs separately for every service from the activation of the service. If you decide to terminate one of two services with loyalty pricing, the loyalty period of second service is not affected.
- You can upgrade to another loyalty service during the loyalty period and the loyalty period is not affected. Downgrading your service during loyalty period means not fulfilling conditions for loyalty discount and you will receive the corrective invoice.
- Anytime during the loyalty period you can decide to terminate the contract or to terminate using the benefits of loyalty pricing and switch to standard pricing. That basically means not fulfilling conditions for loyalty discount and you will receive the corrective invoice.
- We will be glad to provide you with the loyalty pricing benefits in the following loyalty period under the same conditions. If you are satisfied with the loyalty pricing benefits and do not contact us to tell us otherwise, new loyalty period will automatically begin.
- If you wish to terminate the service or using the benefits of loyalty pricing, please let us know at least 15 days prior to the loyalty period termination so that we can process the change in time.



Questions and answers

What if I obtain a service from the loyalty portfolio and I want to terminate the contract after half a year? Is that possible?

Yes, however, in that case you will no longer be a "loyal" customer and you will not be entitled to loyalty pricing and therefore from activation of the service, we will bill prices in the standard amount. You will subsequently receive a corrective invoice.

Is it possible to change services in the course of using loyalty pricing?

Yes. We are aware that the customers' need for high-speed Internet or number of television channels can change over time, so you can upgrade your services within the loyalty portfolio. Downgrading the service however means not fulfilling conditions for loyalty discount and you will receive a corrective invoice.

When can I switch to the standard portfolio without being billed for previous periods or terminate the contract?

You can do this always at the end of the given loyalty period. If, at the end of the loyalty period, you no longer want to use services from the loyalty portfolio, please let us know at least 15 days in advance so that we can process the change in time. The loyalty period is 12 months, starting on the day you activate the service, if not agreed otherwise in the contract.