

Service	Price (CHF)
Payment arrangement Payment of an outstanding invoice amount of more than CHF 500.-, payable in 3 or 6 instalments.	Total amount + 50.- for the payment arrangement
Account statement Copy of the statement concerning your account status sent by post or e-mail.	9.95 / request

Processing fees – collection agency

Processing fees after the debt has been remitted to the collection agency (at the earliest from the 70th day following the invoice date), depending on the amount of the debt:

Amount of the debt in CHF	Processing fees in CHF
1.- up to 20.-	50.-
21.- up to 50.-	70.-
51.- up to 100.-	100.-
101.- up to 150.-	120.-
151.- up to 250.-	149.-
251.- up to 500.-	195.-
501.- up to 1'500.-	308.-
1'501.- up to 3'000.-	448.-
3'001.- up to 10'000.-	1'100.-
10'001.- up to 20'000.-	1'510.-
20'001.- up to 50'000.-	2'658.-
From 50'000.-	6% of the amount of the debt

Devices and repairs

Service	Price (CHF)
SIM card replacement Defective or lost SIM card / other SIM card format.	59.- / SIM card
Loan device not returned If you fail to return the loan device within the specified time.	Variable depending on the monthly charges or the price of the device
Insurance Claim (Care) Deductible According to the General Conditions of the Care insurance.	60.- / claim
Insurance Claim (Relax) Deductible According to the General Conditions of the Relax insurance.	50.- / claim

Subscription management

Service	Price (CHF)
Price plan change Adjustment of the price plan to new needs (upgrade/downgrade).	Variable
Early contract renewal with device Pro-rata billing of the device included in the former contract.	Variable, payable as one-time fee on the following invoice or in monthly instalments during the contractual period
Early contract termination According to the conditions of the contract, pro-rata billing of the device included in the contract and of the remaining months of the subscription.	Variable
Invalid address / undeliverable postal mail The address is incorrect or was not updated after a move and, therefore, invoices and reminders cannot be delivered.	9.95/ invoice or reminder undeliverable
Change of mobile number Change of mobile number during the contractual period.	99.95 / request
Change of holder (contract or mobile number) Transfer of the contract or mobile number to a new holder.	49.95 / request
Enquiries on abusive calls/messages Fee for information requests on abusive calls/messages in accordance with Art. 82 of the Ordinance on Telecommunications Services.	50.- / request