

# List of fees for additional services



## Private customers

This list of fees for additional services is an integral part of the Contract as specified in clause 1 of the General Terms and Conditions and replaces all previous versions.

### Sending and copying documents

Service	Price (CHF)
<b>Document copy</b> (except invoice) Request for a copy of a document (contract, reminder letter...) excluding invoice copies.	9.95 / request
<b>Paper invoice without call statement</b> Paper version of your monthly subscription invoice by post.	2.95 / month and invoice
<b>Detailed paper invoice with call statement</b> Paper version of your monthly subscription invoice by post, including a detailed record of each communication (calls, messages and mobile data usage).	5.- / month and invoice
<b>Copy of a detailed invoice by post</b>	
– up to 6 invoices	9.95 / request
– from 7 invoices	19.95 / request
<b>Copy of a detailed invoice by e-mail</b>	
– up to 6 invoices	4.95 / request
– from 7 invoices	9.95 / request

### Payment processing

Service	Price (CHF)
<b>Direct debit rejection fees</b> Processing fee if a bank refuses the direct debit payment.	Free of charge
<b>Payment at the post office</b> Fix fee for payments at the post office counter.	4.45 / payment
<b>Payment at the Salt Store</b> Fix fee for payment processing made at the Salt Store.	5.95 / payment
<b>Payment via Customer Service</b> Fix fee for payment processing made through Customer Service.	4.95 / payment

## Charges in case of payment default (clause 3 of the General Terms and Conditions)

Service	Price (CHF)
<b>Reminder fees</b> Reminder fees due to an unpaid amount of an overdue invoice.	30.- for the 1st reminder, up to 75.- for each subsequent reminder
<b>Line suspension fees</b> Suspension of the line due to an unpaid amount of an overdue invoice.	50.- / billing account
<b>Payment arrangement</b> Payment of an outstanding invoice amount of more than CHF 500.-, payable in 3 or 6 instalments.	Total amount + 50.- for the payment arrangement
<b>Account statement</b> 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)
<b>SIM card replacement</b> Defective or lost SIM card / other SIM card format.	59.- / SIM card
<b>Loan device not returned</b> If you fail to return the loan device within the specified time.	Variable depending on the monthly charges or the price of the device
<b>Insurance Claim (Care) Deductible</b> According to the General Conditions of the Care insurance.	60.- / claim (if device value ≤ 1'000.-) 120.- / claim (if device value > 1'000.-)
<b>Insurance Claim (Relax) Deductible</b> According to the General Conditions of the Relax insurance.	50.- / claim

## Subscription management

Service	Price (CHF)
<b>Price plan change</b> Adjustment of the price plan to new needs (upgrade/downgrade).	Variable
<b>Early contract renewal with device</b> 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
<b>Early contract termination</b> 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
<b>Invalid address / undeliverable postal mail</b> 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
<b>Change of mobile number</b> Change of mobile number during the contractual period.	99.95 / request
<b>Change of holder (contract or mobile number)</b> Transfer of the contract or mobile number to a new holder.	49.95 / request
<b>Enquiries on abusive calls/messages</b> Fee for information requests on abusive calls/messages in accordance with Art. 82 of the Ordinance on Telecommunications Services.	50.- / request