Fee-based services and debt collection fees

Below is a list of the main service costs. If any additional costs are charged for a certain service, Swisscom will notify customers regarding the amount they will be charged as part of the order process.

Service	Costs (CHF)	Explanation
Invoice		
Invoice by e-mail	**Free of charge**	The delivery of the invoice by e-mail, downloading in My Swisscom or the delivery of eBill to the corresponding banking portal are free of charge.
Invoice in paper form	**2.90**	Costs for the paper invoice*. *The basic service provision is excluded from the fee. You can find it **here.**
Itemised billing of each call	**Free of charge**	Downloading itemised billing documents in My Swisscom and one time delivery by e-mail is free of charge. Itemised billing in paper form as part of subscription is included in the fee for the invoice in paper form. Itemised billing by e-mail as part of subscription is not possible.
	5	One-time delivery of Itemised billing of each Call in paper form.
Payment at the post office	**3.90**	Charge per bill for payment at the post office.
Payment in a Swisscom shop	**6.90**	Charge per bill for payment in a Swisscom shop.
Invoice copies	**Free of charge**	Free of charge downloading invoices in My Swisscom is free of charge
	4.90	delivery by e-mail per order (max. 6 copies)*
	9.90	delivery by post per order (max. 6 copies)* *Each additional 6 copies are considered an additional order. An additional CHF 4.90 (e-mail) or 9.90 (post) will be charged for each additional order.
Statement	**Free of charge**	The delivery of the statement by e-mail is free of charge.
	5	Delivery of a statement in paper form.
Payment reminder	**30**	For each payment reminder pertaining to a default of payment.
Address management	**20**	Enquiries for addresses in case of non-deliverable post.
Unlocking phone lines	**60**	The cost involved with unlocking a phone line after it has been locked due to non-payment.
Cancellation	**Individual**	Remaining term as per contract.
Relocation	**Free of charge**	If the move is recorded in the customer centre (My Swisscom), it is free of charge.
	99.90	Verification and transfer of line (cost per line).
Transfer contract and transfer phone number	**Free of charge**	If the contract transfer is recorded online under My Swisscom (Customer Center), this is free of charge
	49.00	Placement of the contract transfer in a store or customer hotline. Billing takes place after successful transfer and is charged to the transferor

Service	Costs (CHF)	Explanation
Information on fraudulent or harassing calls/ messages	**65**	Costs for providing information on connection details and identity of the caller responsible for fraudulent or harassing calls/messages as per Art. 82 of the OST.
Processing of data privacy enquiries	**Free of charge**	Requests for data privacy information (as per Art. 25 FADP) are generally handled by Swisscom free of charge. Only in exceptional cases (Art. 19 of the regulation on the Data Protection Act) may customers be charged for costs, but no more than CHF 300.
Activation (Mobile)	**Free of charge**	If the cell phone subscription is completed online, the activation is free.
	59.90	Upon activation, Swisscom provides the connection between the customer, device and the network. The activation allows the customer to be reached at the mobile number using mobile services such as phone calls, SMS, internet, mobile ID, etc. both in Switzerland and internationally.
Activation internet, TV & fixed networks	**99.90**	First-time activation charge (new customers).
Telephone number changes (per line)	**95**	Price for automatic phone number assignment. CHF 100 will be charged for each special new telephone number requested. Changing phone numbers following incidents of harassment is free of charge.

Debt collection

List of administrative fees after the unpaid invoice has been passed on to the debt collection service provider.
The fee is dependent on the invoiced amount and is charged directly by the collection service provider.

Claim amount in CHF	Administrative fee in CHF
0–75	**60**
75.01–100	**75**
100.01–150	**98**
150.01–200	**118**
200.01–250	**138**
250.01–400	**148**
400.01–600	**175**
600.01–800	**205**
800.01–1000	**230**
1000.01–1250	**260**
1250.01–1500	**275**
1500.01–2000	**295**
2000.01–2500	**350**
2500.01–3500	**390**
3500.01–99’999’999	**485**