

Option: Smartphone Comfort

CHF 25.– per month

Smartphone Comfort was a comprehensive package offered with the purchase of a new mobile phone, comprising hotline and in-store assistance, insurance, express repair and extended Swisscom services.

Inclusive

- My Service: Receive technical support from My Service experts
- Protection Plus Smartphone insurance
- Express repair within 3 hours
- myCloud

My Services in detail

- Special hotline and support from My Service experts in the Swisscom Shop
- Call our toll-free number 0800 822 830 with all your smartphone or mobile subscription-related enquiries.
- Our My Service experts in the Swisscom Shops will also be happy to answer questions relating to your smartphone or mobile subscription.
- The experts on the hotline or in the Swisscom Shop can help you with backing up and transferring data, photos and contacts, or with setting up your e-mail and myCloud on your mobile.
- 12 free phone or Swisscom Shop-based consultations are included every six months.

Protection Plus mobile insurance

Protect your mobile phone against damage and misuse following theft. With Protection Plus insurance from AXA, your mobile is covered for drop and display damage, water damage and call misuse following theft.



swisscom

Instant repair at no additional cost

- Apple and Samsung smartphones will be repaired within 3 hours at one of 9 repair centers in Switzerland.
- You will only be charged the costs of the repair. The additional cost of CHF 40.– for instant repair is waived.
- You can claim this service once per year.

myCloud Pro

Unlimited backup for photos & videos, 2 TB for files and documents available anytime, anywhere.

Legal

- Smartphone Comfort is available only with the purchase of a new mobile phone (retail price without subscription between CHF 240.– and CHF 2000.–) and a new inOne mobile subscription (e.g. inOne mobile go) from the Swisscom Online Shop, the Swisscom Shop or the hotline.
- The minimum contract term is 3 months. Customers cancelling the Smartphone Comfort package before the end of the term will be charged a one-off fee of CHF 75.–.
- Protection Plus insurance. When Smartphone Comfort is cancelled, your Protection Plus insurance will continue at a cost of CHF 10.– or CHF 15.–/mth depending on the device price. In this case, the customer may cancel Protection Plus separately, but not until the end of the minimum 12-month contract period. Thereafter, it can be terminated on a monthly basis at the end of the month. If not cancelled beforehand, Protection Plus will expire after 24 months.
- My Service support entitles customers to a maximum of 12 free phone or Swisscom Shop-based consultations every six months. Any additional support requirements will be charged in full (for prices, see www.swisscom.ch/myservice).
- Express repairs apply to Apple and Samsung smartphones that can be repaired at one of the 9 Repair Centers throughout Switzerland. The specified 3-hour time period is for guidance only and is dependent on the availability of replacement parts, the number of customers waiting and the number of service engineers available on site.