



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 in paper form	2.90	Costs for the paper invoice*
Invoice by e-mail	Free of charge	The delivery of the invoice by e-mail, downloading in the customer centre or the delivery of eBill to the corresponding banking portal are free of charge.
		*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 from the Customer Center 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.
Payments at post office counter	3	For payments at the post office counter Swisscom charges a flat fee of CHF 3.00.
Invoice copies	Free of charge	Downloading invoices in the Customer Center is always free of charge. One-time delivery by e-mail is also free of charge.
	5	Delivery of paper invoice copy.
Payment reminder	30	For each payment reminder pertaining to a default of payment, delivery in paper form.
Address management	20	Enquiries for addresses in case of non-deliverable post.
Unlocking phone lines	40	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	43	Verification and transfer of line (cost per line).
	Free of charge	If the move is recorded in the customer centre, it is free of charge.
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. 8 FADP) are generally handled by Swisscom free of charge. Only in exceptional cases (Art. 2 of the regulation on the Data Protection Act) may customers be charged for costs, but no more than CHF 300.
Failure to return old TV boxes	150	Hardware that is no longer needed must be returned within 30 days. Otherwise, there is a charge of CHF 150. We remind customers both in writing and via SMS and provide information on how to return the devices.
Activation (Mobile)	40	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 costs for new lines (fixed network)	59	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