

Note regarding the change of subscription

Changing to a cheaper subscription

1. General

Customers who sign a Mobile contract when buying a mobile phone, netbook, tablet PC or laptop normally pay less for their device. The discounted price is calculated in line with the chosen subscription.

If a customer then wishes to change to a cheaper subscription less than 12 months after signing or extending the contract, Swisscom makes a one-off charge of CHF 300.– for Mobile contracts or CHF 100.– for data contracts. There is no extra charge for changing subscriptions after 12 months. There is also no extra charge for changing to a more expensive subscription. The minimum contractual term of 12 months also applies to subscription extensions and new subscriptions without a device (at a reduced subscription price). Swisscom charges a one-off fee of CHF 300.– for changes to a cheaper subscription within the first 12 months after signing or renewing a contract.

2. Additional provision for NATEL® (business/xtra) infinity plus/2.0 and inOne (SME/XTRA) mobile subscriptions

NATEL® (business/xtra) infinity plus/2.0 and inOne (SME/XTRA) mobile subscriptions come with an annual credit for use abroad. It varies in amount depending on the type of NATEL® (business/xtra) infinity plus/2.0 or inOne (SME/XTRA) mobile subscription. In addition to the provision in subparagraph 1, in the case of NATEL® (business/xtra) infinity plus/2.0 or inOne (SME/XTRA) mobile subscriptions the general rule therefore (i.e. regardless of the discount applied) is that holders can only change their subscription – regardless of whether up or down – after a period of six months from the last subscription change.

If a NATEL® (business/xtra) infinity plus/2.0 or inOne (SME/XTRA) mobile subscriber wishes to change to a cheaper subscription during this minimum six-month term, they will be charged CHF 300.- (unless the subscriber already pays CHF 300.- based on subparagraph 1). Changing to a more expensive NATEL® (business/xtra) infinity 2.0 or inOne (SME/XTRA) mobile subscription is always possible.

These details are correct as at January 2018 and are subject to change at any time.