



swisscom

Note regarding the change of subscription

Changing to a cheaper subscription

1. General

Customers who sign a NATEL® 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 NATEL® 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.

2. Additional provision for NATEL® (business) infinity plus/2.0 subscriptions

NATEL® infinity plus/2.0 subscriptions come with an annual credit for use abroad. It varies in amount depending on the type of NATEL® infinity plus/2.0 subscription. In addition to the provision in subparagraph 1, in the case of NATEL® infinity plus/2.0 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® infinity plus/2.0 subscriber wishes to change to a lower priced 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 higher-grade NATEL infinity 2.0 subscription is always possible.

3. Special provisions for changing to specific subscription types

a) Change to a NATEL® (business) infinity subscription

On changing to a NATEL® infinity subscription a one-off fee of CHF 300.- is charged within the first 12 months following contract conclusion or extension for the following subscription changes:

From NATEL® liberty largo to NATEL® infinity XS

From NATEL® BeFree to NATEL® infinity XS, NATEL® infinity S, NATEL® infinity M and NATEL® infinity L

From NATEL® xtra L to NATEL® infinity XS

From NATEL® liberty grande to NATEL® infinity XS and NATEL® infinity S

b) Change to a NATEL® (business/xtra) infinity plus/2.0 subscription

On changing to a NATEL® infinity plus/2.0 subscription a one-off fee of CHF 300.- is charged within the first 12 months following contract conclusion or extension for the following subscription changes:

From NATEL® liberty largo to NATEL® infinity plus/2.0 XS

From NATEL® BeFree to NATEL® infinity plus/2.0 XS, NATEL® infinity plus/2.0 S, NATEL® infinity plus/2.0 M and NATEL® infinity plus/2.0 L

From NATEL® xtra L to NATEL® infinity plus/2.0 XS

From NATEL® liberty grande to NATEL® infinity plus/2.0 XS and NATEL® infinity plus/2.0 S

These details are correct as at July 2016 and are subject to change at any time.