

Switching subscription

If customers have one of Swisscom's existing mobile subscriptions (excluding Wingo, M-Budget Mobile, and Coop Mobile subscriptions), they can only switch to one of the following subscriptions from the current subscription portfolio: blue Mobile S, blue Mobile M, blue Mobile L, inOne mobile premium, inOne mobile basic, Swiss light plus and – for the under 30s – the inOne mobile basic young and Swiss light young subscriptions for young people. The following conditions apply to this switch and to switches within the current subscription portfolio:

- You can switch to a subscription with a higher monthly fee free of charge at any time.
- If the customer has benefited from a device discount from Swisscom as part of a mobile contract, the subscription cannot be switched free of charge for at least 6 months. If the customer wishes to switch to a subscription with a lower monthly fee within that 6-month period, they will be billed a one-off amount of CHF 200.
- If a customer benefits from a discounted subscription fee and is currently within a minimum contract period, the discount will no longer apply when they switch to a different subscription.
- If the customer has benefited from a different discount as part of a mobile contract, the conditions communicated as part of the respective promotion apply (e.g. charges when switching to a subscription with a lower subscription fee).
- If the customer has not benefited from a device discount or from a discounted subscription fee, they can switch subscriptions at any time.