

Subscription changes

I. Provisions for current subscriptions inOne (SME/XTRA) mobile basic, go and premium as well as Swiss (SME/XTRA) mobile light and flat

1. General

With the inOne (SME/XTRA) mobile basic, go, premium and Swiss (SME/XTRA) mobile light and flat subscriptions, the subscription can only be changed at no charge if at least 30 days have passed since entering into or extending the contract or from changing a subscription. Customers who wish to change to a subscription with a lower monthly charge within 30 days will incur a one-time fee of CHF 150. Changing to a subscription with a higher monthly charge is free of charge at any time.

2. Additionally for devices obtained at a discount

A customer who benefits from a discounted device in connection with a Swisscom mobile contract cannot change their subscription free of charge until at least six months have passed. Customers who wish to change to a subscription with a lower monthly charge within those six months will incur a one-time fee of CHF 200. Changing to a subscription with a higher monthly charge is free of charge at any time.

II. Provisions for existing subscriptions

Existing subscriptions are all Swisscom mobile subscriptions not listed in section (excl. Wingo-, M-Budget Mobile-, Simply Mobile- und Coop Mobile-subscriptions).

Customers who enter into a mobile contract when buying a device (mobile phone, tablet or connected device) from Swisscom normally receive the device at a discount. The purchase price is calculated based on the subscription the customer has chosen.

Existing subscriptions can only be changed to current subscriptions as described in section I, subject to the following provisions:

- If a customer wishes to change to a current subscription with a lower monthly charge within 12 months of entering into a contract or extending a contract for an existing subscription, Swisscom will charge that customer a one-time fee of CHF 200 for mobile contracts and a one-time fee of CHF 100 for data contracts. After 12 months the customer can change to a current subscription at no charge. A change to a current subscription with higher monthly change is free of charge.
- Customers can change from an inOne (SME/XTRA) mobile light or XS subscription to a current subscription at no charge at any time.
- If a customer extends their contract or enters into a new contract without a device (for a reduced subscription price), they can change to a current subscription at no charge at any time.