swisscom

Information on switching subscription

Switching subscription

If customers have one of Swisscom's existing mobile subscriptions (excluding Wingo, Migros 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, blue Mobile XL, inOne mobile premium, basic Mobile XS, basic Mobile S, basic Mobile M and – for the under 16s – the blue Kids Watch and blue Kids Mobile subscriptions for young people. The following conditions apply to this switch and to switches within the current subscription portfolio:

- 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 12 months. If the customer wishes to switch to a subscription with a lower monthly fee within that 12-month period, they will be billed a one-off amount of CHF 500.

- 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 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 not benefited from a device discount, a discounted subscription fee or any other discount, it is possible to switch to a subscription with a lower monthly fee once a month.

- A change to a subscription with a higher monthly fee is possible free of charge at any time.

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