

## **General Terms and Conditions for Mobile Prepaid Services (residential customers, March 2023)**

The information provided at [www.swisscom.ch](http://www.swisscom.ch) shall be authoritative for tariff information, the current terms and conditions of use and top-up options.

The currently applicable tariffs and tariff options for use abroad (roaming) can be found at [www.swisscom.ch/roaming](http://www.swisscom.ch/roaming). Roaming cost limits can be set in the Cockpit. In the Customer Center, roaming and the roaming tariff notification can be deactivated and reactivated. For some devices, SMS notification when switching to a foreign network is not possible for technical reasons. Suitable subscriptions and options for such devices can be found at [www.swisscom.ch/roaming](http://www.swisscom.ch/roaming).

Swisscom (Switzerland) Ltd (hereinafter referred to as "Swisscom") is legally obliged to register customers on its prepaid services and to provide the relevant authorities with the information stipulated by law. **The SIM card or eSIM profile** (hereinafter collectively referred to as "Prepaid SIM") **will not be activated until the purchaser has been registered as required by law**. Attempts by one person to purchase or register multiple Prepaid SIM may be rejected.

**The Customer accepts that Swisscom may send them legally valid information relevant to their contract by SMS.** The Customer may suppress the caller number free of charge, either on a call-by-call basis or as a permanent function.

By calling the hotline or online in the Customer Center, the customer can block value added services which are consumed via the Swisscom network and are charged to the prepaid line (especially 090x numbers and SMS short numbers). The blocking can cover all relevant value added services or be limited to individual categories (e.g. adult entertainment, 0900 or 0901 numbers).

The Callfilter reduces unwanted advertising calls considerably, but will not eliminate them completely. Furthermore, activating the Callfilter can in exceptional cases have the effect that a desired call is not put through to the customer.

The counter reading from Swisscom's billing system determines the amount of the prepaid credit. The user is responsible for topping up the prepaid credit in good time. Prepaid credit cannot be reimbursed or transferred to another operator, but will be taken into account in the event of a direct switch from a prepaid service to a Swisscom mobile subscription. The prepaid service cannot be used if the prepaid credit is zero.

If the Customer uses services to encrypt or anonymise the transmission of data (e.g. VPN, Private Relay, private DNS) or if the Customer uses infrastructure with corresponding settings, the Customer accepts the possible disadvantages associated therewith (e.g. prevention or impairment of the provision of services, obligation to pay costs in respect of actually free of charge services).

If use of the prepaid service deviates significantly from normal private use, Swisscom reserves the right to take appropriate actions (e.g. blocking the service, limiting the transmission speed). **If the prepaid service is not used for a period of 12 months or is misused, the Prepaid SIM will be invalidated, any remaining prepaid credit will expire and the phone number will revert to Swisscom without compensation.** Which activities constitute use and which do not is set out in more detail at [www.swisscom.ch/legalaspects](http://www.swisscom.ch/legalaspects). Swisscom may also cancel or change phone numbers without compensation if deemed necessary for operational or technical reasons or if required to do so by the authorities. **Swisscom shall be entitled to amend or discontinue its prepaid services at any time without compensation.** If the Customer is put at a disadvantage by an amendment to these General Terms and Conditions, prices or prepaid service, or if the latter is discontinued, Swisscom shall notify the Customer of this by SMS well in advance. The Customer may demand the reimbursement of his prepaid credit up to the time the amendment or discontinuation takes effect. **If he fails to do so in a case of an amendment this shall be deemed acceptance of such amendment.**

Swisscom shall only accept liability for any damages caused deliberately or as a result of gross negligence associated with use of the prepaid service on its mobile phone network. **Any liability for damages (e.g. loss of earnings) arising as a result of simple negligence shall be excluded.** This contract shall be governed by and construed in accordance with **Swiss law. The place of jurisdiction shall be Berne** (Switzerland). This does not apply to mandatory courts of jurisdiction.

The person who registers with Swisscom shall be liable to Swisscom for the accuracy of their information and for any damages arising due to inaccurate or inadequate information. By registering, the Customer agrees to the General Terms and Conditions set out above.

**Official information on transferring the Prepaid SIM**

If the Prepaid SIM is transferred, the relevant authorities will be provided upon request with the name and address of the initial purchaser. If the transferred Prepaid SIM is used for criminal purposes, under certain circumstances the initial purchaser may face prosecution on the grounds of aiding and abetting, complicity or facilitation of criminal activities.