The theft of the SIM card or a device equipped with an eSIM (see Section 5.1) shall be reported immediately to Swisscom. The customer shall bear the usage fees up to the blocking of the connection.

4. Prices, billing and terms of payment

4.1 Roaming

The currently applicable tariffs and tariff options for use abroad (roaming) can be found at www.swisscom.ch/roaming, at shop.m-budget.migros.ch for M-Budget Mobile services, at www.wingo.ch for Wingo services and at www.coopmobile.ch for Coop Mobile services.

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 on the above-mentioned websites.

The roaming tariffs also apply if the customer is using a foreign mobile network in Switzerland in border areas. Billing for roaming charges may sometimes be delayed.

4.2 Default of payment

Swisscom generally sends out a reminder before blocking a connection. After the service of the mobile line concerned has been withdrawn, Swisscom can carry out the same measures on all of the customer’s mobile lines.

4.3 Security

Swisscom may define and amend amount limits for customers or individual services as a safety measure. If the customer reaches such a limit, Swisscom may block all of their mobile lines or also only block the service concerned but shall not be obliged to do so.

5. Other provisions

5.1 Mobile line via SIM card or eSIM

Defective SIM cards shall be replaced by Swisscom at no charge for a period of two years. If required for technical or operational reasons, Swisscom shall be entitled to replace the SIM card at any time.

If the customer has a device with an embedded SIM (eSIM), this hardware shall be deemed part of the customer's device. The terms and conditions of Section 4 of the GTCs shall apply in this respect. At the conclusion of the contract an eSIM profile shall be activated in the customer's device so that they can use the services agreed in the contract with Swisscom. At the end of the contract with Swisscom, the customer's eSIM profile shall be deactivated or deleted. This profile can no longer be used for Swisscom services.

Refer to Section 4 of the GTCs for the remote maintenance of the SIM card and the eSIM.

5.2 Offers for young people

Swisscom provides offers for young people with special conditions (subsequently referred to as “subscription for young people”) up to an age determined by Swisscom. The number of subscriptions for young people that can be purchased by an eligible customer is generally limited in number. Further information can be found at www.swisscom.ch under the subscriptions for young people.

Entitlement to a subscription for young people shall end once the defined age limit has been reached. The customer agrees that his subscription for young people will be converted to a comparable adult subscription without young person's discount at this point in time, even if the minimum contract term or renewal period is still ongoing. This conversion shall not create an entitlement to extraordinary termination of contract, but the customer may switch to a different adult subscription than that suggested by Swisscom. The existing minimum contract period or renewal period shall be taken over in all cases.

5.3 Number display and suppression

If technically feasible, the telephone number of the caller or of the call recipient is normally displayed regardless of whether or not they are listed in a directory. The customer may suppress number display either permanently or per call free of charge. For technical reasons, caller number display or suppression cannot be guaranteed in certain circumstances, in particular when calls are made from or to a third-party network and in the case of SMS. In the case of calls to emergency services, transcription services for the hearing impaired and to
Swisscom fault report hotlines, suppression of number display will not be possible. Number display may also include display of the first and last name of the customer from whose connection the call is made.

5.4 User risks
Swisscom will endeavour to implement measures to safeguard infrastructure and services. The following risks nevertheless exist for the customer:
> E-mails sent without encryption and unencrypted data communication may be read, modified, suppressed or delayed by unauthorised third parties
> Sender identities may be falsified.
> Postings to newsgroups, forums and chats may be forged, falsified or analysed by third parties.
> Third parties may monitor internet traffic on the World Wide Web (WWW) and find out usernames and passwords.
> Connections via WLAN, Bluetooth and Infrared are not secure.

5.5 Usage restrictions
Supplementary to the GTCs, Swisscom provides no guarantee:
> for particular transmission times and capacities (e.g. for SMS)
> for the delivery of information exchanged via the Internet access (e.g. e-mails) to the customer or recipient.
> for interference-free Internet access via the mobile phone network or WLAN
The electromagnetic fields generated by the devices may interfere with the functioning of other equipment, such as hearing aids, pacemakers and household appliances. To prevent interference, safety measures specified by the manufacturer must be observed. The customer is responsible for obtaining information on prohibited and restricted use (for example, when driving or during air travel) and for adhering to such rules.

6. Duration and termination

6.1 Duration and termination of the contract
In general a minimum contract period defined in the offer applies to the contract but otherwise the contract is for an unlimited period. The contract may be terminated for the first time at the end of the minimum contract period. If it is not terminated, the contract will continue for an indefinite period. Without a minimum contract period or after its expiry, the notice periods and dates apply in accordance with Section 13 of the GTCs.
In the event of changes during the minimum contract period and in the event of premature termination by the customer or Swisscom, the provisions in the GTCs on the minimum service period shall apply (Section 13).
Customers may terminate the contract prematurely without financial consequences:
> if they permanently (for at least 7 days uninterrupted) have no network reception at their residential address provided a case of force majeure does not apply.
> if they permanently (for at least 7 days uninterrupted) have no network reception at their new residential address located in a populated area after relocation provided a case of force majeure does not apply.
> if they move abroad provided the customer can provide a relevant official document and has not benefited from a discount (e.g. discounted device) in the past six months.
In the event of the customer’s death, providing there is no continued use of a connection by an heir or third person, the contract may be terminated with effect from the day of the death without financial consequences.

6.2 Supplementary services and options
Unless otherwise indicated in the relevant supplementary service or option, the termination notice is 30 days.