

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, 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 11 months. If the customer wishes to switch to a subscription with a lower monthly fee within that 11-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.