



swisscom

Definition of non-use of mobile prepaid services

If the prepaid service is **not used for 12 months**, the SIM card or eSIM profile becomes invalid, the remaining prepaid credit lapses and the number reverts to Swisscom without compensation in accordance with the General Terms and Conditions for Mobile Prepaid Services.

Non-use comprises all activities that do not result in a change (reduction or increase) to the prepaid credit, e.g.:

- Switching on the mobile device;
- Incoming text messages;
- Usage (calls, text messages, mobile data communication) that does not result in a reduction to the prepaid credit in the specific case (e.g. because it is covered by a paid-for package (option)).

Use comprises all activities that result in a change (reduction or increase) to the prepaid credit in each specific case, e.g.:

- Topping up prepaid credit;
- Purchasing packages/options;
- Usage (outgoing calls, sending text messages, mobile data communications) that results in a reduction to the prepaid credit in the specific case.