



Fee-based services and debt collection fees

Below is a list of the main service costs. If any additional costs are charged for a certain service, Swisscom will notify customers regarding the amount they will be charged as part of the order process.

Service	Costs (CHF)	Explanation
Invoice		
Invoice by e-mail	Free of charge	The delivery of the invoice by e-mail, downloading in the customer centre or the delivery of eBill to the corresponding banking portal are free of charge.
Invoice in paper form	2.90	Costs for the paper invoice* *The basic service provision is excluded from the fee. You can find it here .
Itemised billing of each call		
	Free of charge	Downloading itemised billing documents from the Customer Center and one time delivery by e-mail is free of charge. Itemised billing in paper form as part of subscription is included in the fee for the invoice in paper form. Itemised billing by e-mail as part of subscription is not possible.
	5	One-time delivery of Itemised billing of each Call in paper form.
Payment at the post office	3.90	Charge per bill for payment at the post office.
Payment in a Swisscom shop	6.90	Charge per bill for payment in a Swisscom shop.
Invoice copies		
	Free of charge	Downloading invoices in the Customer Center is always free of charge. One-time delivery by e-mail is also free of charge.
	5	Delivery of paper invoice copy.
Statement		
	Free of charge	The delivery of the statement by e-mail is free of charge.
	5	Delivery of a statement in paper form.
Payment reminder	30	For each payment reminder pertaining to a default of payment, delivery in paper form.
Address management	20	Enquiries for addresses in case of non-deliverable post.
Unlocking phone lines	40	The cost involved with unlocking a phone line after it has been locked due to non-payment.
Cancellation	Individual	Remaining term as per contract.
Relocation		
	Free of charge	If the move is recorded in the customer centre (My Swisscom), it is free of charge.
	69	Verification and transfer of line (cost per line).
Information on fraudulent or harassing calls/messages	65	Costs for providing information on connection details and identity of the caller responsible for fraudulent or harassing calls/messages as per Art. 82 of the OST.
Processing of data privacy enquiries	Free of charge	Requests for data privacy information (as per Art. 8 FADP) are generally handled by Swisscom free of charge. Only in exceptional cases (Art. 2 of the regulation on the Data Protection Act) may customers be charged for costs, but no more than CHF 300.

Service	Costs (CHF)	Explanation
Activation (Mobile)	Free of charge	If the cell phone subscription is completed online, the activation is free.
	59.90	Upon activation, Swisscom provides the connection between the customer, device and the network. The activation allows the customer to be reached at the mobile number using mobile services such as phone calls, SMS, internet, mobile ID, etc. both in Switzerland and internationally.
Activation internet, TV & fixed networks	99.90	First-time activation charge (new customers).
Telephone number changes (per line)	95	Price for automatic phone number assignment. CHF 100 will be charged for each special new telephone number requested. Changing phone numbers following incidents of harassment is free of charge.

Debt collection

List of administrative fees after the unpaid invoice has been passed on to the debt collection service provider. The fee is dependent on the invoiced amount and is charged directly by the collection service provider.

Claim amount in CHF	Administrative fee in CHF
0 - 75	60
75.01 - 100	75
100.01 - 150	98
150.01 - 200	118
200.01 - 250	138
250.01 - 400	148
400.01 - 600	175
600.01 - 800	205
800.01 - 1000	230
1000.01 - 1250	260
1250.01 - 1500	275
1500.01 - 2000	295
2000.01 - 2500	350
2500.01 - 3500	390
3500.01 - 99'999'999	485