

List of fees for additional services

Private customers

This list of fees for additional services is an integral part of the Contract as specified in clause 1 of the General Terms and Conditions and replaces all previous versions.

Sending and copying documents

Service	Price (CHF)
Document copy (except invoice) Request for a copy of a document (contract, reminder letter...) excluding invoice copies.	9.95 / request
Paper invoice without call statement Paper version of your monthly subscription invoice by post.	3.95 / invoice
Detailed paper invoice with call statement Paper version of your monthly subscription invoice by post, including a detailed record of each communication (calls, messages and mobile data usage).	5.- / invoice
Copy of a detailed invoice by post	
– up to 6 invoices	9.95 / request
– from 7 invoices	19.95 / request
Copy of a detailed invoice by e-mail	
– up to 6 invoices	4.95 / request
– from 7 invoices	9.95 / request

Payment processing

Service	Price (CHF)
Direct debit rejection fees Processing fee if a bank refuses the direct debit payment.	Free of charge
Payment at the post office Fix fee for payments at the post office counter.	4.45 / payment
Payment at the Salt Store Fix fee for payment processing made at the Salt Store.	5.95 / payment
Payment via Customer Service Fix fee for payment processing made through Customer Service.	4.95 / payment
Incorrect or missing payment reference Fix fee for the manual posting of a payment with an incorrect or missing QR reference.	5.- / payment

Charge in case of late payment (clause 3 of the General Terms and Conditions)

Service	Price (CHF)
Reminder fees Reminder fees due to an unpaid amount of an overdue invoice.	30.- for the 1st reminder, up to 75.- for each subsequent reminder
Line suspension fees Suspension of the line due to an unpaid amount of an overdue invoice.	50.- / billing account
Payment arrangement Payment of an outstanding invoice amount of more than CHF 500.-, payable in 3 or 6 instalments.	Total amount + 50.- for the payment arrangement
Account statement Copy of the statement concerning your account status sent by post or e-mail.	9.95 / request

Processing fees – collection agency

Processing fees after the debt has been remitted to the collection agency (at the earliest from the 70th day following the invoice date), depending on the amount of the debt:

Amount of the debt in CHF	Processing fees in CHF
1.- up to 20.-	50.-
21.- up to 50.-	70.-
51.- up to 100.-	100.-
101.- up to 150.-	120.-
151.- up to 250.-	149.-
251.- up to 500.-	195.-
501.- up to 1'500.-	308.-
1'501.- up to 3'000.-	448.-
3'001.- up to 10'000.-	1'100.-
10'001.- up to 20'000.-	1'510.-
20'001.- up to 50'000.-	2'658.-
From 50'000.-	6% of the amount of the debt

Devices and repairs

Service	Price (CHF)
SIM card replacement Defective or lost SIM card / other SIM card format.	59.95.- / SIM card
Loan device not returned If you fail to return the loan device within the specified time.	Variable depending on the monthly charges or the price of the device
Insurance Claim (Care) Deductible According to the General Conditions of the Care insurance.	60.- / claim (if device value ≤ 1'000.-) 120.- / claim (if device value > 1'000.-)
Insurance Claim (Relax) Deductible According to the General Conditions of the Relax insurance.	50.- / claim

Subscription management

Service	Price (CHF)
Price plan change Adjustment of the price plan to new needs (upgrade/downgrade).	Variable
Early contract renewal with device Pro-rata billing of the device included in the former contract.	Variable, payable as one-time fee on the following invoice or in monthly instalments during the contractual period
Early contract termination According to the conditions of the contract, pro-rata billing of the device included in the contract and of the remaining months of the subscription.	Variable
Invalid address / undeliverable postal mail The address is incorrect or was not updated after a move and, therefore, invoices and reminders cannot be delivered.	9.95/ invoice or reminder undeliverable
Change of mobile number Change of mobile number during the contractual period.	99.95 / request
Change of holder (contract or mobile number) Transfer of the contract or mobile number to a new holder.	49.95 / request
Enquiries on abusive calls/messages Fee for information requests on abusive calls/messages in accordance with Art. 82 of the Ordinance on Telecommunications Services.	70.- / request
Data protection enquiries Fee for processing data protection enquiries in accordance with Art. 19 of the Data Protection Ordinance.	Based on the effort involved up to 300.-