

# SERVICE DESCRIPTION PREPAID MOBILE PHONE TARIFF

## FLOW SWISS S



Tariff overview

| 5G                          |  | 1. NATIONAL        | 2. ROAMING                                       |  |  | 3. INTERNATIONAL                    |                                     |  |
|-----------------------------|--|--------------------|--|--|--|-------------------------------------|-------------------------------------|--|
|                             |  |                    |  |  |  |                                     |                                     |  |
| <b>PREPAID FLOW SWISS S</b> |  | within Switzerland | Zone 1a (MTEL ZONE)<br>within SRB, BIH, MNE, MKD | Zone 2 (EUROPE ZONE)<br>within EU, UK, NOR | Zone 2a (FRENDLY)<br>within ALB, CAN, CHN, EGY, IND, ISR, MEX, UAE, USA, TRK | from Switzerland to other countries |                                     |  |
|                             |  |                    |  |  |  | to Zone 1a & 2<br>EU, UK, NOR, TSG* | to Zone 1b<br>MTEL ZONE**           | to Zone 1c<br>ALB, CAN, CHN, EGY, IND, ISR, MEX, UAE, USA, TRK |
| <b>DATA</b>                 |  | UNLIMITED          | <u>Additional options available</u>              | <u>Additional options available</u>        | <u>Additional options available</u>  |                                     |                                     |  |
| <b>MIN</b>                  |  | free of charge     | only SMS free of charge                          | only SMS free of charge                    | only SMS free of charge  | free of charge                      | free of charge                      | free of charge   |
| <b>Text message</b>         |  | UNLIMITED          | <u>Additional options available</u>              | <u>Additional options available</u>        | <u>Additional options available</u>  | <u>Additional options available</u> | <u>Additional options available</u> | <u>Additional options available</u>                            |

Incoming  
 Outgoing

**Tariff activation: \*100\*1005# and call**

| General tariff details   |   |
|--|---|
| Regular basic fee  | CHF 20.00 including VAT   |
| Campaigns / promotions / discounts / bonus / cashback                | The campaigns, promotions, discounts, bonuses and cashbacks valid at the time of purchasing the tariff package apply.   |
| Requirement  | MTEL prepaid SIM card with sufficient credit at least in the amount of the basic fee to activate the tariff.  |
| Tariff package term  | The term is <b>14 days</b> from activation. Example: activation on 12.04., 8:20 a.m. → ends on 26.04., 8:20 a.m. After expiry, the package automatically renews for a further 14 days, provided sufficient prepaid credit is available. If there is already an active package, a newly purchased package is only activated after expiry of the current package.   |
| Extension / renewal  | After consuming your high-speed data volume, you can book a new package. Activation takes place after the current package has expired or been used up. If there is sufficient credit, the tariff package renews automatically.  |
| Activation   | The tariff package is activated immediately after your order or activation, provided there is sufficient credit on your prepaid SIM card. If a valid package already exists, activation of the newly acquired package takes place automatically after expiry of the current tariff.   |
| Inclusive units/credit   | The units included are valid until expiry of the tariff package. Unused units expire at the end of the term and are not transferred.  |
| Units for calls & SMS  | 1 unit = 1 minute or 1 SMS  |
| Fair use information<br>Usage information                            | The tariff is intended for personal use in Switzerland. Predominant use abroad or commercial use (e.g. in gateways/hotspots) is not permitted. If there are any indications of misuse, MTEL may take appropriate measures according to the special provisions.  |
| Usage tracking   | For the purpose of monitoring costs, information on usage and data consumption is provided via SMS as follows: <ul style="list-style-type: none"> <li>➤ SMS upon purchase of the package</li> <li>➤ SMS upon activation</li> <li>➤ SMS on the day the package expires at midnight</li> <li>➤ SMS upon renewal of the package</li> </ul>   |
| Contract components<br>Order of precedence in the event of objection | <ol style="list-style-type: none"> <li>1. Terms and conditions upon order/offer/order confirmation</li> <li>2. Special provisions for mobile communications services</li> <li>3. General terms and conditions</li> <li>4. Current service descriptions and offer conditions</li> </ol> Contract components 2 through 4 can be accessed at any time at <a href="https://mstel.ch/de/rechtliches">mstel.ch/de/rechtliches</a> . |

## 1. (National) Mobile internet & calls & SMS in Switzerland

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| Data volume incl.  | <b>Unlimited, of which 50 GB with high-speed</b><br>Fair use; as soon as the 50 GB have been used up, you continue to surf at a reduced speed of 256 Kbit/s until the end of the tariff package term.  |
| Maximum speed (high-speed)   | When <b>LTE/4G+ and 5G/5G+</b> services are available, you benefit from speeds <b>of up to 1.7 Gbit/s</b> . The actual maximum speeds achieved depend on the number of simultaneously connected users as well as on the performance capacity of the device used, and <u>cannot be guaranteed</u> . The transmission rates indicated represent optimum values that can be attained under ideal conditions. The actual internet speed may be influenced by various factors, e.g. by the topography, network coverage, distance from the transmission tower, signal strength inside or outside of buildings and other circumstances. It may therefore be lower than the indicated maximum speed.  |
| Calls & SMS included   | <b>Unlimited incoming &amp; outgoing</b> minutes / SMS to all Swiss networks.<br>Calls/SMS to special, short, business/service (084x/0878) and value-added service numbers (090x) are excluded.  |
| Calls & SMS to special numbers, short numbers, value-added service numbers, premium numbers and blocking thereof | <ul style="list-style-type: none"> <li>a) Valid price list for special and short numbers <a href="http://www.mtel.ch">www.mtel.ch</a></li> <li>b) The price of a call or SMS to a value-added service number (084x, 0878, 090x), a short number or a special number such as 18xy (except emergency numbers) is determined by the service provider of the number.</li> <li>c) Calls to 084x- &amp; 0878 numbers: 0.07 CHF/min, billed per minute and rounded up to 10 Rp. These tariffs are excluded from inclusive services and are charged separately.</li> <li>d) All premium numbers can be viewed at <a href="http://www.mtel.ch">www.mtel.ch</a>.</li> <li>e) Special numbers, short numbers, value-added service numbers and premium numbers that are subject to a charge are blocked for your benefit; they can be unblocked free of charge at any time in Selfcare at <a href="http://www.mtel.ch">www.mtel.ch</a> or via customer service.</li> </ul> |
| Information on special numbers, short numbers, value-added service numbers, premium numbers                      | You can enquire about the holders of business numbers (08xx and 090x) and short numbers online at <a href="https://www.uvek.egov.swiss/de/einzelnummern/einzelnummer-suchen-formular">https://www.uvek.egov.swiss/de/einzelnummern/einzelnummer-suchen-formular</a> or in writing, providing the complete phone number, to BAKOM, TP-NA, Zukunftsstrasse 44, Postfach 256, CH-2501 Biel.   |
| Freephone numbers  | Calls to 0800 numbers are free of charge during the term of the tariff package.  |
| Call forwarding  | <ul style="list-style-type: none"> <li>a) Forwarding to the MTEL voice mailbox in Switzerland: free of charge</li> <li>b) Forwarding to other Swiss phone numbers is treated as outgoing domestic calls according to the inclusive/standard tariff (if unlimited: no additional costs).</li> </ul>   |
| Storage of Voice messages  | 8 days   |
| Cycle billing calls  | Minute rate. Each fractioned minute is charged as a full minute.   |
| Cycle billing data   | Accurate to the kilobyte   |
| Connection setup fee   | <b>None</b>  |

| 2. (International) Outgoing calls & SMS from Switzerland to other countries  |  |
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| Calls & SMS included shared pool   | No units included  |
| List of countries and providers by "International Zone" for outgoing calls & SMS from Switzerland to other countries |  |
| International Zone 1a<br>*(TSG) Telekom Srbija Group   | <b>Zone 1a</b> only applies to calls to the following TSG provider networks: mts (Serbia), m:tel (Montenegro/Bosnia and Herzegovina), MTEL (Austria/Germany/North Macedonia).<br>Calls to other networks of the same country are not included in <b>Zone 1a</b> .  |
| International Zone 1b<br>**(MTEL ZONE)   | <b>Zone 1b</b> includes all providers <u>outside</u> of the Telekom Srbija Group (TSG) to the following countries: Bosnia and Herzegovina, Montenegro, North Macedonia, Serbia   |
| International Zone 1c<br>(FRIENDLY ZONE)   | <b>Western Balkans:</b><br>Albania, Kosovo<br><b>Middle East:</b><br>Egypt, Israel, United Arab Emirates (UAE)<br><b>North America:</b><br>Canada, Mexico, United States of America (USA)<br><b>Asia:</b><br>China, India, Turkey  |
| International Zone 2<br>(EUROPE)   | <b>EU:</b><br>Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark*, Estonia, Finland, France* (including Corsica), Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands*, Poland, Portugal (including Madeira and Azores), Romania, Slovakia, Slovenia, Spain (including Canary Islands and Balearic Islands), Sweden<br><b>UK*:</b><br>England, Northern Ireland, Scotland, Wales, (Channel Islands not included: Jersey, Guernsey, Isle of Man)<br><b>Others:</b><br>Norway  |
| International Zone 3   | Algeria, Andorra, Argentina, Armenia, Australia, Azerbaijan, Belarus, Faroe Islands, Georgia, Japan, Kazakhstan, Libya, Moldova, Monaco, Morocco, New Zealand, Palestinian Territories, Russian Federation, Singapore, Tunisia, Ukraine, Uzbekistan  |
| International Zone 4   | Brazil, Chile, Malaysia, Philippines, South Africa, South Korea, Taiwan, Venezuela<br><b>Caribbean:</b><br>Antigua and Barbuda, Bahamas, Barbados, Cuba, Dominica, Dominican Republic, Grenada, Haiti, Jamaica, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Suriname   |
| International Zone 5   | Afghanistan, Angola, Anguilla, Aruba, Bahrain, Belize, Benin, Bermuda, Bhutan, Bolivia, Bonaire, Botswana, British Virgin Islands, Brunei, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central African Republic, Chad, Cook Islands, Costa Rica, Curaçao, Democratic Republic of the Congo, Djibouti, East Timor, Ecuador, El Salvador, Equatorial Guinea, Eritrea, Eswatini, Ethiopia, Fiji, Federated States of Micronesia, French Guiana, French Polynesia, Gabon, Gambia, Ghana, Greenland, Guadeloupe, Guam, Guatemala, Guernsey, Guinea, Guinea-Bissau, Guyana, Honduras, Indonesia, Iran, Iraq, Isle of Man, Ivory Coast, Jordan, Kenya, Kiribati, Kyrgyzstan, Kuwait, Laos, Lesotho, Lebanon, Liberia, Madagascar, Malawi, Maldives, Mali, Marshall Islands, Martinique, Mauritania, Mauritius, Montserrat, Mozambique, Namibia, Nauru, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, North Korea, Oman, Pakistan, Palau, Panama, Papua New Guinea, Paraguay, Puerto Rico, Republic of the Congo, Réunion, Rwanda, Saba, Saint Barthélemy, Saint Martin, Samoa, Senegal, Seychelles, Sierra Leone, Sint Eustatius, Sint Maarten, Solomon Islands, Somalia, South Sudan, Sri Lanka, Sudan, Syria, Tajikistan, Tanzania, Thailand, Togo, Tonga, Trinidad and Tobago, Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Uruguay, Vanuatu, Vietnam, Zimbabwe |
| Important notice   | a) *Overseas territories are not included<br>b) If a country is not listed in <b>International Zones 1-5</b> , it is considered to be in <b>International Zone 5</b>   |
| General information on international outgoing calls & SMS from Switzerland to other countries                        |  |
| Standard tariffs for international calls & SMS   | a) If no (more) inclusive units are available, the standard tariffs for international calls apply. The standard tariff prices depend on the destination country and can be accessed at any time at <a href="http://www.mtel.ch">www.mtel.ch</a><br>b) International SMS: CHF 0.09/SMS worldwide  |
| Standard tariffs for international SMS   | If no inclusive units are included in the corresponding tariff package or if the inclusive units included have been used up, SMS sent abroad are charged at the standard tariff of <b>CHF 0.09/SMS</b> to all countries worldwide.   |
| Freephone numbers  | Foreign freephone numbers may be subject to a charge even if they are marked as free; these are charged at the standard tariffs for calls abroad.  |
| Special and short numbers  | Calls and SMS to special, premium, short and value-added service numbers abroad are blocked  |

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|   | and are not possible.  |
| <b>Calls to subscribers with a satellite number</b> | Calls from Switzerland to subscribers with a satellite number (e.g. with the prefix 0087, 0088) are charged at higher per-minute tariffs of up to approx. CHF 15.00, depending on the satellite network. Calls from Switzerland to subscribers with a mobile phone number who are on cruise ships, for example, and the call is connected via satellite, are billed at the normal Swiss domestic tariff. The called subscriber pays for the incoming call according to the satellite roaming tariff, pursuant to <a href="https://www.mtel.ch/de/p/m/roaming">mtel.ch/de/p/m/roaming</a> |
| <b>Call forwarding abroad</b>                       | Call forwarding to a foreign number is blocked.  |
| <b>International calls billing cycle</b>            | Minute rate. Each fractioned minute is charged as a full minute.   |
| <b>Connection setup fee</b>                         | <b>None</b>  |

| 3. (ROAMING) Calls & SMS & internet use abroad   |  |
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| Roaming Zone 1a (MTEL ZONE) accessible at <a href="https://mtel.ch/de/p/m/roaming">mtel.ch/de/p/m/roaming</a>      |  |
| Data volume incl.  | No units included  |
| Calls & SMS included shared pool   | a) <b>No units included for outgoing</b> minutes / SMS to mobile and landline numbers during your stay within the country of stay in <b>Zone 1a</b> nor for calls back to Switzerland<br>b) <b>Unlimited incoming</b> SMS during your stay within the country of stay in <b>Zone 1a</b>  |
| List of countries in Roaming Zone 1a (MTEL ZONE)   | <b>Western Balkans:</b><br>Bosnia and Herzegovina, Montenegro, North Macedonia, Serbia   |
| Roaming Zone 2 (EUROPE ZONE) accessible at <a href="https://mtel.ch/de/p/m/roaming">mtel.ch/de/p/m/roaming</a>     |  |
| Data volume incl.  | No units included  |
| Calls & SMS included shared pool   | c) <b>No units included for outgoing</b> minutes / SMS to mobile and landline numbers during your stay within the country of stay in <b>Zone 2</b> nor for calls back to Switzerland<br>d) <b>Unlimited incoming</b> SMS during your stay within the country of stay in <b>Zone 2</b>  |
| List of countries in Roaming Zone 2  | <b>EU:</b><br>Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark*, Estonia, Finland, France* (including Corsica), Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands*, Poland, Portugal (including Madeira and Azores), Romania, Slovakia, Slovenia, Spain (including Canary Islands and Balearic Islands), Sweden<br><b>UK*:</b><br>England, Northern Ireland, Scotland, Wales, (Channel Islands not included: Jersey, Guernsey, Isle of Man)<br><b>Others:</b> Norway   |
| Roaming Zone 2a (ROAM FRIENDLY) accessible at <a href="https://mtel.ch/de/p/m/roaming">mtel.ch/de/p/m/roaming</a>  |  |
| Data volume incl.  | No units included  |
| Calls & SMS included shared pool   | e) <b>No units included for outgoing</b> minutes / SMS to mobile and landline numbers during your stay within the country of stay in <b>Zone 2a</b> nor for calls back to Switzerland<br>f) <b>Unlimited incoming</b> SMS during your stay within the country of stay in <b>Zone 2a</b>  |
| List of countries in Roaming Zone 2a   | Albania, Canada, China, Egypt, India, Israel, Mexico, Turkey, United Arab Emirates (UAE), United States of America (USA)   |
| Roaming Zone 2b (ROAM SPONSORED) accessible at <a href="https://mtel.ch/de/p/m/roaming">mtel.ch/de/p/m/roaming</a> |  |
| Data volume incl.  | No units included  |
| Calls & SMS included shared pool   | g) <b>No units included for outgoing</b> minutes / SMS to mobile and landline numbers during your stay within the country of stay in <b>Zone 2b</b> nor for calls back to Switzerland<br>h) <b>Unlimited incoming</b> SMS during your stay within the country of stay in <b>Zone 2b</b>  |
| List of countries in Roaming Zone 2b   | Afghanistan, Bangladesh, Cambodia, Dominican Republic, Faroe Islands, Fiji, French Guiana, Georgia, Ghana, Gibraltar, Guadeloupe, Guatemala, Honduras, Iceland, Iraq, Jordan   |
| Roaming Zone 3 accessible at <a href="https://mtel.ch/de/p/m/roaming">mtel.ch/de/p/m/roaming</a>                   |  |
| Data volume incl.  | No units included  |
| Calls & SMS included shared pool   | No units included  |
| List of countries in Roaming Zone 3  | Algeria, Andorra, Angola, Antigua and Barbuda, Armenia, Aruba, Australia, Azerbaijan, Bahrain, Barbados, Belarus, Belize, Benin, Bhutan, Bolivia, Bonaire, Botswana, Brunei, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Chile, Colombia, Comoros, Congo (Republic), Costa Rica, Cuba, Curaçao, Democratic Republic of the Congo, Dominica, Djibouti, Ecuador, El Salvador, Equatorial Guinea, Eritrea, Eswatini (Swaziland), Ethiopia, Fiji, French Polynesia, Gabon, Gambia, Grenada, Greenland, Guinea-Bissau, Guyana, Indonesia, Iran, Ivory Coast, Japan, Kazakhstan, Kenya, Kiribati, Kuwait, Kyrgyzstan, Laos, Lesotho, Lebanon, Liberia, Libya, Liechtenstein, Madagascar, Malawi, Malaysia, Maldives, Mali, Mauritania, Mauritius, Moldova, Monaco, Mongolia, Morocco, Mozambique, Namibia, Nepal, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestinian Territories, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Russian Federation, Zambia, Rwanda, Samoa, San Marino, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Singapore, Somalia, Sri Lanka, South Africa, South Korea, South Sudan, Suriname, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tonga, Trinidad and Tobago, Tunisia, Turkmenistan, Uganda, Uruguay, Uzbekistan, Vanuatu, Vatican City, Venezuela, Vietnam, West Sahara, Yemen, Zambia, Zimbabwe |
| Roaming Zone 4 accessible at <a href="https://mtel.ch/de/p/m/roaming">mtel.ch/de/p/m/roaming</a>                   |  |
| Data volume incl.  | No units included  |
| Calls & SMS included shared pool   | No units included  |

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| List of countries in Roaming Zone 4         | accessible at <a href="https://motel.ch/de/p/m/roaming">motel.ch/de/p/m/roaming</a>  |
| Roaming Zone 5 (rest of the world)          | accessible at <a href="https://motel.ch/de/p/m/roaming">motel.ch/de/p/m/roaming</a>  |
| Data volume incl.                           | No units included  |
| Calls & SMS included shared pool            | No units included  |
| List of countries in Roaming Zone 5         | Angola, Anguilla, Antigua and Barbuda, Argentina, Bahamas, Barbados, Bolivia, Brazil, British Virgin Islands, Cayman Islands, Colombia, Cuba, Dominica, Grenada, Guyana, Indonesia, Jamaica, Maldives, Montserrat, New Zealand, Peru, Qatar, Saudi Arabia, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Tanzania, Turks and Caicos Islands, Vietnam, XST -> satellite   |
| <b>General information on roaming</b>       |  |
| Roaming coverage & internet Maximum speed   | Coverage and maximum possible speed depends on the foreign mobile network roaming partner. List of roaming partners at <a href="https://motel.ch/de/p/m/roaming">motel.ch/de/p/m/roaming</a>   |
| Roaming Special and short numbers           | Calls and SMS to special, premium, short and value-added service numbers abroad are blocked and are not possible. If any of these numbers can be called, the price is determined by the premium service provider of the number called.   |
| Roaming Freephone numbers                   | Calls made in the country of stay to "freephone numbers" are charged at a higher tariff like special numbers and are not included in any inclusive call credits.   |
| Standard roaming tariff Calls & SMS         | <u>Roaming calls and SMS are activated by default when abroad.</u><br>If no inclusive units for calls and SMS are included in the corresponding tariff package, or if these have been used up and if no additional option is activated, calls & SMS are charged at the standard roaming tariff. The prices depend on the country of stay. Prices according to standard roaming tariffs <a href="https://motel.ch/de/p/m/roaming">motel.ch/de/p/m/roaming</a> |
| Roaming calls from one zone to another zone | Outgoing calls between one zone and another zone are not included in the roaming MIN / SMS. Calls are billed according to the standard roaming tariffs.  |
| Standard roaming tariff Internet            | <u>Roaming data is deactivated by default when abroad.</u><br>If no inclusive units for data are included in the corresponding tariff package or if the inclusive units included have been used up, and if no additional option is activated, data ROAMING is deactivated at the standard tariff.  |
| Standard roaming rates information          | <b>To reduce costs, your MTEL Team recommends activating roaming data packages.</b> The usage-dependent prices depend on which country you are in.   |
| Roaming via satellites                      | Roaming via satellite connections, e.g. in aeroplanes and cruise ships, is activated by default and is charged at higher tariffs.  |
| Roaming voice mailbox                       | a) Calls from abroad to the voice mailbox to listen to voice messages are charged at the standard roaming tariff if the corresponding tariff package does not contain any inclusive units or if these have been used up and if no additional option has been activated.<br>b) <u>Deactivate mailbox: #145# or activate mailbox: *145#</u>  |
| Roaming call forwarding                     | In the case of call forwarding from abroad (e.g. to the fixed network connection in Switzerland), if the corresponding tariff package does not contain any inclusive units or if these have been used up and if no additional option has been activated, both the incoming call and the forwarded outgoing call are charged at the standard roaming tariff.  |
| Connection setup fee                        | <b>None</b>  |
| Roaming billing cycle for calls             | Accurate to the second (min. 30 sec. per call)   |
| Roaming billing cycle for data              | Accurate to the kilobyte (rounded to 10 Rp per session)  |
| Roaming cost control                        | a) Whenever you are abroad, you are automatically informed of the applicable roaming rate by text message. Receipt of the roaming info SMS can be switched on/off in Selfcare.<br><b>Important:</b><br>Depending on the country and under certain circumstances in which the call, SMS or data traffic take place, there may be a delay between the generated roaming volume and the blocking of the data traffic that is subject to a charge.               |
| <b>Various</b>                              |  |
| Service charges & administrative charges    | Detailed price list for service charges <a href="https://motel.ch/de/rechtliches">motel.ch/de/rechtliches</a>  |
| Billing                                     | a) <u>Connection report</u><br>➤ by email: free of charge<br>➤ by post: CHF 4.90 per connection report (only on request)   |
| Available additional options Tariff add-ons | All additional options & tariff add-ons are available at any time at <a href="https://motel.ch/de/p/zusatzpakete-mobile-abos">motel.ch/de/p/zusatzpakete-mobile-abos</a> or via the SIM card USSD Selfcare menu *100*#, and via <b>MyMTEL Selfcare</b> . The additional options can be activated or deactivated at any time as required.   |
| MyMTEL Selfcare                             | a) MyMTEL Selfcare can be accessed worldwide at: <a href="https://my.motel.ch/login">my.motel.ch/login</a>   |

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|  | <p>b) MyMTEL Selfcare offers the following functions:</p> <ul style="list-style-type: none"> <li>➤ Tariff overview and overview of credit and consumed inclusive units;</li> <li>➤ Billing overview;</li> <li>➤ Switch answering machine voice mailbox on or off when abroad;</li> <li>➤ Activate &amp; deactivate roaming at the standard tariff;</li> <li>➤ Switch receipt of the roaming info SMS on or off;</li> <li>➤ Adjust the spending limit for the total bill and separately for usage in roaming;</li> <li>➤ Overview of active additional options &amp; tariff add-ons and the purchase thereof;</li> <li>➤ Standard tariffs of national, international and roaming connections</li> </ul>  |
| <b>Customer support<br/>By phone or email</b>              | <p><b>Available Monday to Sunday from 7:30 a.m. to 10:00 p.m.</b><br/> Call us at <b>+41 78 474 74 74</b> or send us an email at <a href="mailto:cs@mtel.ch">cs@mtel.ch</a></p> <p>a) Calls from your MTEL mobile number in Switzerland are free of charge during the tariff term.<br/> b) Calls from your MTEL mobile number while ROAMING abroad, if no inclusive units for calls and SMS are included in the corresponding tariff package, or if these have been used up and if no additional option is activated then calls &amp; SMS are charged at the standard roaming tariff.<br/> c) Calls from other networks in Switzerland may incur charges, standard number<br/> d) Calls from other networks abroad may incur charges, standard number</p>   |
| <b>Price adjustment</b>                                    | <p><b>MTEL may adjust the price for each service once per calendar year in line with inflation.</b> Inflation is calculated based on the national consumer price index (LIK) by the Federal Statistical Office (LIK basis December 2020 = 100 points). The status of the LIK on 1 January 2024 is taken as the starting index. If MTEL does not carry out a price adjustment for a service in a calendar year, this right shall not be forfeited in subsequent years. In the event of a price adjustment due to inflation, the customer is not entitled to terminate the service prematurely.</p>   |
| <b>Termination for non-use</b>                             | <p>If a prepaid connection remains unused for 18 months, MTEL may suspend the connection; if it is not reactivated within a further 6 months, the prepaid connection may be terminated and the phone number reassigned.</p>   |
| <b>Account balance</b>                                     | <p><b>Regulations on prepaid credit and the status of the prepaid card</b><br/> As a general principle, prepaid credit can neither be paid out nor transferred to other products. An exception applies in the event of deactivation of the connection: in this case, the credit balance can be paid out, subject to the deduction of a processing fee of CHF 39.00 per number. It should be noted that starting credit, amounts from top-up promotions and bonus amounts are excluded from payouts.</p> <p><b>Status of the prepaid card</b><br/> <u>Active:</u> The prepaid card remains active provided that it has been used for a billable service within the last 548 days (18 months). This includes surfing the mobile internet, making a call, sending an SMS or topping up credit.<br/> <u>Deactivation:</u> If there is no billable use for more than 548 days (18 months), MTEL is entitled to terminate the prepaid connection.</p> |
| <b>Prepaid change to another provider (number porting)</b> | <p>A prepaid number can be transferred to another provider at any time. The remaining credit can be used until porting takes place, after which it expires.<br/> To port your number, send an SMS with "YES" to 499.</p>  |
| <b>Ban on transferring the SIM</b>                         | <p>If the prepaid SIM is transferred, the name and address of the initial purchaser will still be disclosed to the competent authorities at their request. If criminal acts are committed using the transferred prepaid SIM, the first purchaser may under certain circumstances be criminally prosecuted for aiding and abetting, complicity, or selective advantage.</p>  |
| <b>Other</b>   | <p><b>In the event of civil disputes</b> between the customer and telecommunications provider (value-added services, etc.), the arbitration board Ombudscom will mediate. More information is available at <a href="http://www.ombudscom.ch">www.ombudscom.ch</a></p>   |