SERVICE DESCRIPTION MOBILE PHONE TARIFF

MY WORLD S

Tariff overview

5G	1. NATIONAL	2. ROAMING			3. INTERNATIONAL		
		travelling with MTEL					
MY WORLD S	within **Switzerland**	**Zone 1a & 2 (EU - MTEL)** within **EU, UK, NOR, MTEL ZONE**	**Zone 2a (FRIENDLY)** within **ALB, CAN, CHN, EGY, IND, ISR, MEX, UAE, USA, TRK**	**Zone 2b (SPONSORED)** within **AFG, BGD, DOM, FRO, FJI, GUF, GEO, GHA, GIB, GLP, GTM, HND, ISL, IRQ, JOR, KHM**	**from Switzerland to other countries** to **Zone 1a & 2 EU, UK, NOR, TSG***	to **Zone 1b MTEL ZONE****	to **Zone 1c ALB, CAN, CHN, EGY, IND, ISR, MEX, UAE, USA, TRK**
DATA	**UNLIMITED**	**10 GB**	**1 GB**	Additional options available			
MIN ⇦	*free of charge*	*free of charge*	*free of charge*	*only SMS free of charge*	*free of charge*	*free of charge*	*free of charge*
Text mes-sage ⇨	**UNLIMITED**	**1000** CH, EU, UK, NOR, TSG* **+10** MTEL ZONE**	Additional options available	Additional options available	**100**	**10**	Additional options available

⇦ Incoming
⇨ Outgoing

General tariff details	
Regular basic fee per calendar month	**CHF 49.95 including VAT**
One-time activation fee	**CHF 39.00 including VAT**
Campaigns / promotions / discounts / bonus / cashback	The campaigns, promotions, discounts, bonuses and cashbacks specified in the contract and valid at the time of conclusion of the contract apply.
Activation	The subscription is active from the time of your order or from the date your number is ported or from the date of immediate activation of the provisional phone number in the event of number porting.
Inclusive units/credit	a) The inclusive units are calculated per calendar month (period). b) In the event of activation during the month, the inclusive units for the remaining days in the month are calculated on a pro-rata basis. For example, in a month with 30 days & 300 GB of inclusive data volume for 30 days, 10 remaining days would mean 100 GB until the end of that month. c) Unused inclusive units expire and are not carried over to the following period.
Units for calls & SMS	1 unit = 1 minute or 1 SMS
Contract duration and termination	a) A contract with a minimum term of 6, 12, 24 or 36 months may be terminated with 60 days' notice to the end of the minimum term. After expiry of the minimum term or if termination has not taken place, the subscription continues for an indefinite period and may be terminated with 60 days' notice to the end of the month. b) Contracts without a minimum term are subject to a notice period of 60 days to the end of the month. **Termination channels:** by phone **+41 78 474 74 74** (free of charge in CH), by email to **cs@mtel.ch**
Fair use information Usage information	The subscription 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.
Contract components	1. The terms of the contract upon contract conclusion/order. 2. Special provisions for mobile communications services 3. General terms and conditions 4. Current service descriptions and offer conditions Contract components 2 through 4 can be accessed at any time at mtel.ch/de/rechtliches.

1. (National) Mobile internet & calls & SMS in Switzerland	
Data volume incl.	**Unlimited, of which 300 GB with high-speed** Fair use; as soon as the 300 GB have been used up, you continue to surf at a reduced speed of 512 Kbit/s.
Maximum speed (high-speed)	When **LTE/4G+ and 5G/5G+** services are available, you benefit from speeds **of up to 1.7 Gbit/s**. 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 cannot be guaranteed. 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	**Unlimited** incoming & outgoing minutes / SMS to all Swiss networks. 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	a) Valid price list for special and short numbers www.mtel.ch 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. c) Calls to 084x- & 0878 numbers: 0.07 CHF/min, billed per minute and rounded up to 10 Rp. These tariffs are not included in any mobile subscription and are therefore charged separately. d) All premium numbers can be viewed at www.mtel.ch. 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 www.mtel.ch or via customer service.
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 https://www.uvek.egov.swiss/de/einzelnummern/einzelnummer-suchen-formular 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.
Call forwarding	a) Forwarding to the MTEL voice mailbox in Switzerland: free of charge b) Forwarding to other Swiss phone numbers is treated as outgoing domestic calls according to the inclusive/standard tariff (if unlimited: no additional costs).
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	**None**

2. (International) Outgoing calls & SMS from Switzerland to other countries

Calls & SMS included shared pool	**100 MIN / SMS** to mobile and landline numbers valid for **Zone 1a & Zone 2:** ✓ **Western Balkans** only providers of Telekom Srbija Group (TSG); mts (Serbia), m:tel (Montenegro/Bosnia and Herzegovina), MTEL (Austria/Germany/North Macedonia) ✓ **EU** to all providers in: 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 ✓ **UK*** to all providers in: England, Northern Ireland, Scotland, Wales, (Channel Islands not included: Jersey, Guernsey, Isle of Man) ✓ **Others:** to all providers in: Norway
	10 MIN / SMS to mobile and landline numbers valid for **Zone 1b:** ✓ **Western Balkans** to all providers without TSG in: Bosnia and Herzegovina, Montenegro, North Macedonia, Serbia
List of countries and providers by "International Zone" for outgoing calls & SMS from Switzerland to other countries	
International Zone 1a ***(TSG) Telekom Srbija Group**	**Zone 1a** only applies to calls to the following TSG provider networks: mts (Serbia), m:tel (Montenegro/Bosnia and Herzegovina), MTEL (Austria/Germany/North Macedonia). Calls to other networks of the same country are not included in **Zone 1a**.
International Zone 1b ****(MTEL ZONE)**	**Zone 1b** includes all providers outside of the Telekom Srbija Group (TSG) to the following countries: Bosnia and Herzegovina, Montenegro, North Macedonia, Serbia
International Zone 1c **(FRIENDLY ZONE)**	**Western Balkans:** Albania, Kosovo **Middle East:** Egypt, Israel, United Arab Emirates (UAE) **North America:** Canada, Mexico, United States of America (USA) **Asia:** China, India, Turkey
International Zone 2 **(EUROPE)**	**EU:** 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 **UK***: England, Northern Ireland, Scotland, Wales, (Channel Islands not included: Jersey, Guernsey, Isle of Man) **Others:** 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 **Caribbean:** Antigua and Barbuda, Bahamas, Barbados, Cuba, Dominica, Dominican Republic, Grenada, Haiti, Jamaica, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Suriname, Trinidad and Tobago
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 b) If a country is not listed in **International Zones 1-5**, it is considered to be in **International Zone 5**
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 www.mtel.ch b) International SMS: CHF 0.09/SMS worldwide
Standard tariffs for international SMS	If no inclusive units are included in the corresponding mobile subscription or if the inclusive units included have been used up, SMS sent abroad are charged at the standard tariff of **CHF 0.09/SMS** 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 and are not possible.
Calls to subscribers with a satellite number	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 mtel.ch/de/p/m/roaming
Call forwarding abroad	Call forwarding to a foreign number is blocked.
International calls billing cycle	Minute rate. Each fractioned minute is charged as a full minute.
Connection setup fee	**None**

3. (ROAMING) Calls & SMS & internet use abroad

Roaming Zone 1a + Zone 2 *accessible at mtel.ch/de/p/m/roaming*	
Data volume incl.	**10 GB** data volume included during your stay within **Zone 1a & Zone 2**
Calls & SMS included shared pool	a) **1000** outgoing minutes / SMS to mobile and landline numbers within the country of stay in Zone 1a & Zone 2 and for calls back to Switzerland, as well as to provider networks in the countries Serbia to (mts), Montenegro to (m:tel), Bosnia and Herzegovina to (m:tel), North Macedonia to (MTEL Macedonia) b) **10** outgoing minutes / SMS to mobile and landline numbers of all providers outside of TSG during your stay within the country of stay: Serbia, Montenegro, Bosnia and Herzegovina, North Macedonia c) **Unlimited** incoming minutes / SMS during your stay within the country in **Zone 1a & Zone 2**
List of countries in Roaming Zone 1a (MTEL ZONE)	**Western Balkans:** Bosnia and Herzegovina, Montenegro, North Macedonia, Serbia
List of countries in Roaming Zone 2 (EUROPE ZONE)	**EU:** 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 **UK***: England, Northern Ireland, Scotland, Wales, (Channel Islands not included: Jersey, Guernsey, Isle of Man) **Others:** Norway
Roaming Zone 2a (ROAM FRIENDLY) *accessible at mtel.ch/de/p/m/roaming*	
Data volume incl.	**3 GB** data volume included during stay within **Zone 2a**
Calls & SMS included shared pool	a) **No units included for** outgoing minutes / SMS to mobile and landline numbers during your stay within the country of stay in **Zone 2a** nor for calls back to Switzerland b) **Unlimited** incoming minutes / SMS during your stay within the country of stay in **Zone 2a**
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 mtel.ch/de/p/m/roaming*	
Data volume incl.	No units included
Calls & SMS included shared pool	No units included
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 mtel.ch/de/p/m/roaming*	
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, Botswana, Brunei, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Chile, Colombia, Comoros, Congo (Republic), Costa Rica, Cuba, 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, 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 mtel.ch/de/p/m/roaming*	
Data volume incl.	No units included
Calls & SMS included shared pool	No units included
List of countries in Roaming Zone 4	*accessible at mtel.ch/de/p/m/roaming*

Roaming Zone 5 (rest of the world) *accessible at mtel.ch/de/p/m/roaming*	
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
General information on roaming	
Roaming coverage & internet Maximum speed	Coverage and maximum possible speed depends on the foreign mobile network roaming partner. List of roaming partners at mtel.ch/de/p/m/roaming http://www.mtel.ch/de/roamingpartner
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	Roaming calls and SMS are activated by default when abroad. If no inclusive units for calls and SMS are included in the corresponding mobile subscription, 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 mtel.ch/de/p/m/roaming
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	Roaming data is deactivated by default when abroad. If no inclusive units for data are included in the corresponding mobile subscription 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	**To reduce costs, your MTEL Team recommends activating roaming data packages.** 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) Incoming voice messages to the voice mailbox within Roaming Zone 1a, Zone 2, Zone 2a are free of charge. b) Calls from abroad to the voice mailbox to listen to the voice messages will be charged at the standard roaming tariff if the corresponding mobile subscription does not contain any including units or if these have been used up and if no additional option has been activated. c) Deactivate mailbox**: #145#** or activate mailbox: ***145#**
Roaming call forwarding	In the case of call forwarding from abroad (e.g. to the fixed network connection in Switzerland), if the corresponding mobile subscription 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	**None**
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. b) A monthly roaming spending limit of **CHF 50** is active by default (warning SMS at 75%/100%). The limit can be adjusted in MyMTEL Selfcare. When the spending limit is reached, calls, SMS and data that are subject to a charge and that are charged at the standard roaming tariff are blocked until the end of the month. The roaming spending limit includes the roaming expenses incurred in a calendar month without the basic fees for roaming options. **Important:** 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.

Various	
Service charges & administrative charges	Detailed price list for service charges mtel.ch/de/rechtliches
Billing	a) Bill without connection report: ➢ MyMTEL Selfcare: free of charge ➢ by eBill: free of charge ➢ by email: free of charge ➢ by post: CHF 3.90 per bill & postage b) Connection report ➢ by email: free of charge ➢ 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 mtel.ch/de/p/zusatzpakete-mobile-abos or via the SIM card USSD Selfcare menu ***100*#**, and via **MyMTEL Selfcare**. The additional options can be activated or deactivated at any time as required.
MyMTEL Selfcare	a) MyMTEL Selfcare can be accessed worldwide at: my.mtel.ch/login b) MyMTEL Selfcare offers the following functions: ➢ Tariff overview and overview of credit and consumed inclusive units; ➢ Billing overview; ➢ Switch answering machine voice mailbox on or off when abroad; ➢ Activate & deactivate roaming at the standard tariff; ➢ Switch receipt of the roaming info SMS on or off; ➢ Adjust the spending limit for the total bill and separately for usage in roaming; ➢ Overview of active additional options & tariff add-ons and the purchase thereof; ➢ Standard tariffs of national, international and roaming connections
Customer support By phone or email	**Available Monday to Sunday from 7:30 a.m. to 10:00 p.m.** Call us at **+41 78 474 74 74** or send us an email at **cs@mtel.ch** a) Calls from your MTEL mobile number in Switzerland are free of charge b) Calls from your MTEL mobile number, while ROAMING abroad, if no inclusive units for calls and SMS are included in the corresponding mobile subscription, or if these have been used up and if no additional option is activated then calls & SMS are charged at the standard roaming tariff. c) Calls from other networks in Switzerland may incur charges, standard number d) Calls from other networks abroad may incur charges, standard number
Change of tariff	For all tariffs, it is possible to change to a tariff with a higher basic monthly fee at any time, free of charge. When changing tariffs, the services of the new tariff are only available from the following day. Changing to a tariff with a lower basic fee is generally possible as of the following month. During the minimum terms, changing to a tariff with a lower basic fee is only possible with a switching fee. After the minimum term has expired, such a change is free of charge. For certain offers, changing to a tariff with a lower basic fee may be excluded or associated with costs. The offer conditions apply. When changing tariffs within a month, included service components of the existing and new tariff will be billed on a pro-rata basis.
Price adjustment	**MTEL may adjust the price for each service once per calendar year in line with inflation.** 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.
Other	**In the event of civil disputes** between the customer and telecommunications provider (value-added services, etc.), the arbitration board Ombudscom will mediate. More information is available at www.ombudscom.ch