

Administrative Fees

	Amount in CHF	Explanation
Fee for paper invoice	3.90 / mth.	Fee for paper invoice
Fee for detailed paper invoice	4.90 / mth.	Fee for detailed paper invoice
Fee for invoice payment in the MTEL Shop	4.90	Processing fee for the payment of any outstanding, overdue invoice in the MTEL Shop.
Mobile phone data transfer in the MTEL Shop	24.90	Mobile phone data transfer in the shop CHF 24.90
Technical support & device service < 15 min.	24.90	Technical support & device service / service in the shop < 15 min. CHF 24.90
Technical support & device service > 15 min.	39.00	Technical support & device service / service in the shop > 15 min. CHF 39.00
Processing fee for invoice copy paper / e-mail	4.90 / 0.00	Processing fee for ordering a paper copy of the invoice. Ordering a copy of the invoice by e-mail is free of charge. In addition, the invoice copy can be downloaded, free of charge, from the My MTEL account.
Return postage fee	10.00	Processing fee for an undeliverable postal item (e.g. invoice, reminder).
Fee for payment at the post office counter	3.50	Fee of CHF 3.50 for a payment at the post office counter using a payment slip.
Fee for payment slip	4.90	Fee for a renewed delivery of a payment slip by post.
Fee for account statements	4.90	Fee for the delivery of an account statement by post.
Account blocking fee	59.00	Fee for blocking the account after non-payment.
Fee for unblocking	19.00	Fee for a temporary reactivation of the customer's account for national calls and SMS after blocking due to payment default.
Relocation charge	89.00	Processing charge for the verification and switching of the Internet connection
Cancellation fee	299.00	Processing fee for the cancellation of Internet connections that have not yet been activated.
Fee for information on abusive calls / messages	79.00	Fee for providing information on connection details and the identity of the originator of abusive calls / messages in accordance with Sec. 82 of the Swiss Ordinance on Telecommunications Services.
Change of mobile phone number	89.00	Processing charge for the second change of the mobile phone number – the first change is free of charge.
Fee for processing data protection requests	at cost	The fee for handling data protection issues in accordance with Sec. 2 of the Swiss Data Protection Ordinance (will be charged at cost – but at a maximum of CHF 299.00).
New customer identification online webIdent	0.00	Identification online via webIdent CHF 0.00
Holder change Hotline/MTEL Shop/My MTEL account	39.00	Processing fee for a change of holder – i.e. the transfer of an Internet connection or mobile number to another person. This fee will be charged when, for example, a postpaid service is transferred to another person.

mth. = month

SERVICE FEES

Postpaid Mobile Services

	Amount in CHF	Explanation
Fee for termination without observing the notice period	119.00	Contracts may only be terminated without observing the ordinary period of notice against payment of the monthly basic fee until the date of ordinary termination, plus a fee of CHF 119.00. The provisions on the cost consequences in the event of termination of a contract before the expiry of the minimum contract term pursuant to Art. 18 of the GTC remain reserved.
Fee for early termination	variable	<ul style="list-style-type: none">• If the mobile subscription is terminated before the end of the minimum contract term, the basic charges will be invoiced for the remaining term.• After expiry of the minimum contract term, it will be possible to terminate a contract without observing the ordinary period of notice against payment of the monthly basic fees until the date of ordinary termination, plus a fee of CHF 119.00.
Activation fee (incl. SIM)	39.00	Postpaid mobile SIM fee for new activation, SIM exchange or replacement (loss and defect) and account activation.

Prepaid Mobile Services

	Amount in CHF	Explanation
Fee for prepaid SIM change	0.00	There is no charge for changing SIMs in case of prepaid. However, it is a condition to top up a credit of CHF 20.00, which is fully available for use.
Account balance	39.00	The payout of any account credit during the prepaid contract and after termination of the connection is generally excluded. A payout in the event of a deactivation of the connection remains excepted. The processing charge per call number will then be CHF 39.00.

Postpaid Internet & TV Services

	Amount in CHF	Explanation
Internet activation fee	89.00	Activation fee for the initial connection of a new Internet connection.
TV activation fee	19.00	Activation fee for the initial connection of the TV service.
Fee for termination without observing the notice period	119.00	Contracts may only be terminated without observing the ordinary period of notice against payment of the monthly basic fee until the date of ordinary termination, plus a fee of CHF 119.00. The provisions on the cost consequences in the event of termination of a contract before the expiry of the minimum contract period pursuant to Art. 18 of the GTC remain reserved.
Fee for early termination	Variable	<ul style="list-style-type: none">• If the internet connection or the TV service is terminated before the end of the 12/24 month minimum contract term, the basic charges will be invoiced for the remaining term.• After expiry of the minimum contract term, it will be possible to terminate a contract without observing the ordinary period of notice against payment of the monthly basic fees until the date of ordinary termination, plus a fee of CHF 119.00.
Fee for non-returned hardware (WiFi router)	149.00	Fee for borrowed hardware (modem, router) that was not returned after termination of the contract.
Fee for non-returned hardware (TV Box)	99.00	Fee for borrowed hardware (TV box) that was not returned after termination of the contract.
Fee for non-returned hardware (Hotspot Internet box 4G/5G)	299.00	Fee for borrowed hardware (Hotspot Internet box 4G/5G) that was not returned after termination of the contract.