

yallo service charges

yallo is authorized to charge the following fees to its customers for services:



Administrative fees

SERVICE	EXPLANATION	AMOUNT
Activation fee/ SIM card	Fee for initial activation of yallo SIM card, SIM card exchange or replacement (loss or defect) and account activation	CHF 59
Paper bill fee	Fee for sending bill summary by mail	CHF 4 / via e-mail for free
Detailed information fee	Fee for sending bill with detailed information by mail	CHF 10 paper / CHF 5 e-mail
Handling fee for copy of bill/account statement	Handling fee for providing a copy of a bill Handling fee for providing a account statement	CHF 10 paper / CHF 5 e-mail
Returned shipment & address update fee	Handling fee for researching correct address for undeliverable mail (such as bills or payment reminders)	CHF 30
Fee for bill payment at post office	Fee for payment using orange deposit slip	CHF 4
Fee red deposit slip	Fee for payment using red deposit slip at post office / bank transfer / Multimat	CHF 6
Late fee	Fee for late payment	CHF 30
Account blocking fee	Fee for blocking an account in case of non-payment	CHF 50
Reactivation fee	Fee for reactivation of an account following deactivation due to non-payment	CHF 75
Change in ownership fee	Handling fee for change in ownership, i.e., the transfer of a mobile phone number to someone else. This fee is charged, for example, when a subscription is transferred to a different person	CHF 50
Request for information fee for harassing calls/messages	This fee is charged when we provide information regarding connection details and the identity of the initiator of harassing calls/messages pursuant to Article 82 of the Telecommunication Services Ordinance	CHF 70
Mobile phone number change fee	Handling fee for the second time a mobile phone number is changed – the first change is free of charge	CHF 50
Data protection request fee	This fee is charged when we process data protection questions pursuant to Article 2 of the Telecommunication Services Ordinance (will be billed at cost; maximum of CHF 300)	based on cost
Installment fee	A fee that is charged for paying off a device in installments over a period of time	CHF 10

SERVICE**EXPLANATION****AMOUNT**

Processing fee for subscription change

One-time fee for changing the mobile subscription

CHF 25

Downgrade fee

Additional fee if the subscription is changed to a lower monthly fee and there is a minimum contract period

Depending on the subscription period and the difference in the basic fee

Administration charges on late payments (para. 8 General Business Conditions)**EXPLANATION****AMOUNT**

First payment reminder

Via e-mail or SMS

Free

Every reminder

In writing via mail

CHF 30

Debt collection agency

Administrative fee after handing the claim over to a debt collection service agency (70 days after the invoice date at the earliest).

Administrative fee

Claim amount in CHF

Administrative fee in CHF

0 - 19

37

20 - 59

58

60 - 144

Corresponds to outstanding amount

145 - 399

145

400 - 999

225

1000 - 1999

285

2000 - 2999

385

3000 - 4999

575

5000 - 6999

685

7000 - 9999

825

10000 - 19999

1375

20000 - 49999

2600

>50000

6% of the outstanding amount

Expenses arising in connection with a legally binding ruling or a new contract.

According to court ruling or contract

Expenditures connected to debt collection (e.g. collection expenses, etc.)*

Official third-party expenses

According to Section 8 GTC, these shall be paid directly to the third-party collection agent, which has an independent legal claim. At the customer's request, any collection-related entries will be deleted by yallo following payment in full of the outstanding amount.