

yallo service charges

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



Administrative fees

SERVICE	EXPLANATION	AMOUNT
Activation fee mobile/ SIM card	Handling fee for initial activation of yallo SIM card, SIM card exchange or replacement (loss or defect) and account activation	CHF 59
eSIM fee	Handling fee for switching from physical SIM card to eSIM	CHF 40
Activation fee Home Internet	Handling fee for activation of the yallo Home Internet connection including the yallo Home Internet Box.	CHF 99
Paper bill fee	Handling fee for sending bill summary by mail	Paper: CHF 4 / via e-mail for free
Fee for detailed proof of connection	Handling fee for the providing a detailed proof of connection	Paper: CHF 10 / e-mail: CHF 5
Fee for copy of invoice/ account statement	Handling fee for providing a copy of an invoice or an account state- ment	Paper: CHF 10 / e-mail: CHF 5
Returned shipment & address research fee	Handling fee for researching correct address for undeliverable mail (such as bills or payment reminders)	CHF 30
QR payment slip fee	Processing fee for payment at the post office counter with a QR payment slip	CHF 4
Payment slip fee without reference	Processing fee for payment by bank transfer / Multimat without reference...	CHF 6
Account blocking fee	Handling fee for blocking an account in case of non-payment	CHF 50
Reactivation fee	Handling fee for reactivation of an account after it has been blocked for 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.	CHF 50
Request for information fee for harassing calls/ messages	This Handling 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 each change of mobile number. In case of harassment, the customer should bring proof e.g. police report (then free of charge).	CHF 50
Data protection request fee	This Handling fee is charged when we process data protection questions pursu- ant to Article 2 of the Telecommunication Services Ordinance (will be billed at cost; maximum of CHF 300)	based on cost
Installment fee	A Handling fee that is charged for paying off an open invoice amount in install- ments over a period of time	CHF 10
Processing fee for early cancellation	Handling fee to compensate the administrative effort resulting from a cancella- tion without adherence to the notice period	CHF 100
Refund request fee	Handling fee for refund request	CHF 10

SERVICE**EXPLANATION****AMOUNT**

Processing fee for subscription change

One-time Handling fee for changing the subscription to a subscription with a lower monthly fee (without contract obligation)

CHF 39

Downgrade fee

Additional Handling 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

Relocation fee Home Internet

Processing Handling fee for testing and switchover

CHF 99

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).

See Table of Fees under Explanation

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.