

Switzerland/Europe Flat

- Unlimited calling to all Swiss networks
- Unlimited calling to 43 European countries & Kosovo
- Unlimited SMS worldwide
- Unlimited Internet incl. 1.5 GB high-speed 4G in Switzerland

Costs	
Basic monthly fee (with no discounts)	CHF 40
Activation fee, including SIM card	CHF 59

Calling in Switzerland	
Calls to other Swiss mobile or landline networks	Unlimited included Calls to special numbers (084x, 090x, 18xx, etc.), short numbers and value-added services are not included.
SMS worldwide	Unlimited
MMS worldwide	CHF 0.50 / MMS
Incoming calls in Switzerland	Free
Special and short numbers (08xx, 090x)	Calls to special and short numbers are billed at special rates (see the price list for special and short numbers).
Blocking value-added service numbers (090x)	You can block value-added service numbers that incur extra charges in your my yallo account, via SMS (text "PREMIUM SMS STOP" to 255), or upon request.
Call forwarding	Free on yallo voicemail. Otherwise, the same call charge will be billed as would be incurred if you called from your own number to the forwarding number.
Listening to voicemail	Free Activate voicemail: Text "Voicemail Start" to 255 Deactivate voicemail: Text "Voicemail Stop" to 255
Saving voicemail	15 days
Per-minute billing of calls	Per-minute charge. Each started minute is charged as a full minute.
Connection setup fee	None

Mobile Internet in Switzerland	
Data volume	Unlimited
4G+ high-speed data	1.5 GB
Maximum speed	4G+ network (high speed) 300 Mbit/s (download) and 150 Mbit/s (upload)
Data billing units	In 20 KB units
Note	<p>The transmission speeds listed represent optimal performance and are not guaranteed. Actual Internet speed depends on factors such as topography, network coverage, distance to the transmission tower, signal strength inside/outside buildings, or other factors and may be slower than the specified maximum Internet speed. This is subject to local deprioritization and speed reduction measures of limited duration performed for network management purposes.</p> <p>After using up the included mobile data you continue surfing at 4G highspeed with the dayspeed option for CHF 1.20/day or will get unlimited data usage at a reduced speed (256 kbit/s). All information on yallo.ch/dayspeed.</p>

Calls to foreign countries (international)	
Included minutes per month	Unlimited calling time to the following countries: Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Israel, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Spain, Sweden, Turkey (only fix), UK, Ukraine
Calls to foreign countries	Calls to countries outside of Europe are charged at the standard rate .
Per-minute billing of calls	Per-minute charge. Each started minute is charged as a full minute.
Connection setup fee	None
Special and short numbers	<p>Calls to special numbers, short numbers and value-added services abroad are not included in the standard rate and the included calling time credit. These calls may be billed at a higher rate.</p> <p>Calls to special and short numbers abroad could result in higher costs, depending on the country and provider (see price list for international value-added service numbers).</p>
Toll-free numbers	Calls to foreign toll-free numbers will be charged at the standard rates for calls to other countries. Foreign toll-free numbers may incur charges, even if they are advertised as free.
Calls to subscribers via satellite connection	Calls from Switzerland to subscribers with a mobile phone number who are on cruise ships, for example, with the call connected via satellite, will be charged at the normal Swiss domestic rate. The subscriber who is called pays for the incoming call based on the satellite roaming rate (see price list for roaming).
Calls to subscribers with a satellite number	Calls from Switzerland to subscribers with a satellite number (for example, with prefix 0087 or 0088) will be charged at higher per-minute rates up to about CHF 16, depending on the satellite network.
Call forwarding to foreign countries	Calls forwarded to a foreign phone number will be billed at the standard rate for calling abroad.
Fair Use Policy	The mobile flat rate services (international calls) apply for normal and mobile personal use. yallo reserves the right to discontinue or restrict the service or take other appropriate steps if it establishes that usage deviates significantly from the normal use. Significant deviation from normal use is assumed if the usage is higher than that of 97% of all other customers using the same product.

Calls made abroad (roaming)	
Included minutes	None
Roaming standard rates	<p>The charges depend on the country you are in (Region 1-3). The following services are billed at the standard roaming rate:</p> <ul style="list-style-type: none"> - Outgoing calls - Incoming calls - SMS/MMS - Mobile Internet and data usage <p>See roaming price list.</p>
Call billing units	<p>Accurate to the second, with rounding to the next 10 centimes per call</p> <p>Exception: Outgoing calls will incur costs equivalent to at least a 30 second call, even if they are shorter. These are shown on the detailed usage report as "initial setup cost".</p>
Connection setup fee	None
Special and short numbers	Calls abroad to country-specific special and short numbers, including value-added services, may be charged at a higher rate. Such calls are not part of any existing included calling time credit.
Toll-free numbers	Calls made in the country abroad to "free numbers" in the country abroad or to another country are charged like special numbers at a higher rate and are not part of any existing included calling time credit.
Satellite roaming	Roaming over satellite links (in airplanes and on cruise ships, for example) is charged at higher rates.
Call forwarding	When a call is forwarded from abroad (for example to the landline number in Switzerland), both the incoming call and the forwarded outgoing call are charged at the standard roaming rate.
Forwarding to yallo voicemail	<p>When a message is received in voicemail during a stay abroad, the cost of the incoming call to the mobile device and the cost of the callback from the mobile device to voicemail in Switzerland are charged at the standard roaming rate.</p> <p>Activate voicemail: Text «Voicemail Start» to 255 Deactivate voicemail: Text «Voicemail Stop» to 255</p>
Listening to voicemail	Calls from abroad to yallo voicemail to listen to voice messages are charged at the standard roaming rate.

Mobile Internet abroad (roaming)

Included data volume per month	None
Billing units for data	In 1 MB units

Cost control abroad (roaming)

Cost limit	<p>Whenever you're abroad, we'll send you an info SMS with the tariffs applicable in the country where you are. You can activate or deactivate the receipt of roaming info SMS at any time at www.yallo.ch after logging into your my yallo account or by pressing *135# and the call key. Information on calls and SMS to other countries that are not included in the info SMS can be found at yallo.ch/roaming. If you have a device that can't receive SMS (e.g., a mobile router), go to yallo.ch/roaming for information on rates and cost-saving options abroad.</p> <p>Cost control abroad is activated by default with a monthly cost limit of CHF 0. This means that no fee-based roaming services are available outside of the included services and roaming options (including incoming calls). The limit can be adjusted at www.yallo.ch after logging into your my yallo account. On reaching 50% and 100% of the set limit, an info SMS will be sent for cost-control purposes.</p> <p>After reaching the cost limit, no chargeable roaming services can be used at the standard rate. However, roaming options can still be selected.</p> <p>The roaming cost limit includes the roaming costs incurred in a calendar month but excludes the fees of roaming options. Under certain circumstances and depending on the country in which surfing takes place, there may be a delay between the point at which the roaming volume is generated and the sending of the warning SMS or the blocking of data traffic.</p>
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Contract duration

Activation	The plan is activated on the day you sign up or on the requested date in case of number porting.
Plans with no minimum duration, cancellation	Plans without a minimum contract duration can be cancelled with a notice period of 2 months at the end of any desired month.
Plans with a minimum duration, cancellation	Certain offers may be linked to a minimum contract duration. The terms of the offer apply. This plan can be cancelled with a notice period of 2 months at the end of each month, but only after the minimum contract duration have passed since the start of the contract.
Switching plan	Switching plans might incur additional costs. For more information, please call our Customer Service at 0840 00 33 77.
Billing	The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until cancellation. If you sign up during a current billing month, the basic monthly fee will be charged on a pro-rated basis.

Miscellaneous	
Included credit	Included calling or data volumes that are not used up during a particular period expire and will not be transferred to the subsequent period.
Service charges	See service charges price list .
Replacement SIM cards	CHF 59 for replacement SIM card or SIM card in a new format.
Bill	<p>Bill via e-mail without itemized calls: free</p> <p>Bill via e-mail with itemized calls: CHF 5 (only on request)</p> <p>Bill via mail without itemized calls: CHF 4</p> <p>Bill via mail with itemized calls: CHF 10 (only on request)</p>
Wi-Fi Calling	If the signal strength in your own apartment is weak, Wi-Fi Calling improves reception for mobile phone calls. More information: yallo.ch/wificalling
Device plan	You can purchase a mobile phone or tablet with a down payment of CHF 1 and 24 monthly installments with a yallo plan. The monthly installment depends on the product you select (see mobile phone rate plan).
Network coverage	See network coverage map .
Available options	See savings options .
Support	<p>On our support page, you can find answers to the most frequently asked questions about most topics.</p> <p>Also, at my yallo you can always view current costs and bills, change settings for cost protection (block premium services), or activate useful supplementary and savings options (such as mobile surfing and roaming).</p> <p>The questions and topics are maintained on our chat portal. You can also call 0900 00 44 88 with your questions. (CHF 1.50 / call)</p>
Contract components	<ul style="list-style-type: none"> - Contract for mobile phone services - Special provisions for mobile phone services - General terms and conditions
Bills	Bills are only issued once there is a total amount of CHF 15 in charges. In case of a total amount less than CHF 15, this will be transferred to the following month's bill. You can view your bill details at any time in your my yallo account.