

Administrative and recovery fees

Below you will find a list of the paid services billed to clients by MUCHO.



SERVICE	EXPLANATION	AMOUNT
Application fee for new account creation	Administrative fee for the creation of an account for a new client wishing to activate a subscription	CHF 35
SIM card replacement fee	SIM card replacement fee (loss or defect)	CHF 20
Monthly invoice	Invoices can be viewed free of charge via the myMUCHO Cockpit	Free
Detailed statement of telephone communications	The detailed list of outgoing and received communications is available in the myMUCHO Cockpit	Free
Administrative fees to receive a copy of an invoice/account statement	Processing fee for the order and e-mail transmission of an account statement (logs of calls or transactions).	CHF 50
Fees for returned mail and address update	Processing fee for an address search in the case of undeliverable mail, (eg. invoice, reminder)	CHF 30
First reminder	The first reminder is sent via e-mail or SMS at no cost to the client.	Free
Fee for each reminder	Reminder fee for late payment	CHF 30
Account lock fee	Account lock fee for non-payment	CHF 40
Reactivation fee	Reactivation fee following deactivation in the event of non-payment. Reactivation fee for an expired prepaid account.	CHF 35
Account holder change fee	Processing fee for account holder change: transfer of a mobile number to another person. The fee is billed, for example, when a subscription is transferred to another person.	CHF 50
Fee for information regarding abusive messages/calls	Fee for the provision of information on communication details and the identity of the person responsible for the abusive calls/messages in accordance with article 82 of the Telecommunications Services Ordinance.	CHF 50
Processing fee for requests regarding data security	Processing fees for requests regarding data security, in accordance with article 2 of the federal law on data protection, vary based on work provided, but will amount to a maximum of CHF 300.	CHF 300
Fee for early termination or prepaid SIM card expiration	Administrative fees for termination not in compliance with the cancellation period or in the case of a request for manual expiration of a prepaid SIM card.	CHF 50
Monthly fee for prepaid mobile account maintenance	Monthly fee debited from remaining credit in the event of non-utilisation of a prepaid SIM card for 60 consecutive days. Utilisation is defined, for example, by an outgoing call or SMS, a data session, purchase of a pack or recharge.	CHF 2
Processing fee for subscription modification	One-time fee to change mobile telephone subscription. No fee will be charged if you choose a subscription with a higher monthly price.	CHF 25

Recovery fee

List of processing fees after assigning debt to the recovery service provider. The fees are calculated based on the amount and are billed directly by the recovery service provider.

Processing fees in CHF based on the amount due in CHF.

- 0 - 60 : 58.
- 60.01 - 400 : 145.
- 400.01 - 1000 : 225.
- 1000.01 - 2000 : 285.
- 2000.01 - 3000 : 385.
- 3000.01 - 5000 : 575.
- 5000.01 - 7000 : 685.
- 7000.01 - 10000 : 825.
- 10000 - 20000 : 1375.
- 20000.01 - 50000 : 2600.
- >50000 : 6% of the amount due.