

# MUCHO EUROPE



**The unlimited subscription in Switzerland with everything you need for Europe.**

**1- Unlimited Internet in Switzerland**

**- Unlimited minutes + SMS in Switzerland**

**- 180 minutes of calls to use from Switzerland to Switzerland or from Switzerland to Europe**

**- 10GB of 5G Internet roaming in Europe**

Subscription with no minimum commitment period.

July 2025 version

| Fees                                        |           |
|---------------------------------------------|-----------|
| Monthly subscription fee (without discount) | CHF 79.90 |
| One-time application fee, SIM card included | CHF 35.00 |

| Mobile Internet in Switzerland |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data volumes                   | <p>Unlimited* Internet included.</p> <p>*Conditions and limitations of offer applicable to the concept of unlimited: The Internet subscriptions are reserved for a mobile, private and normal use. By normal private use", MUCHO means normal mobile use in connection with the use of the SIM card in a smartphone for Internet connections. When the use diverges from a normal use (permanent sharing of connection, insertion in a router or hotspot) or if it proves that the Internet connection is used in an excessive way generating an average consumption higher than that represented by the 90% of the customer base of MUCHO, MUCHO reserves at any time the right to reduce the Internet flow, to remove the promotional reduction or to stop the service (temporarily or permanently) or to take any other appropriate measure in accordance with the general conditions of sale.</p> |
| Maximum data rate              | This subscription is delivered in 5G network with a TOP SPEED" speed which means that the maximum speed in Download is 100 Mbit/s and in Upload at 20 Mbit/s the video definition is delivered in 480p max and the Hotspot functionality is available in maximum speed in Download of 10Mbit/s and in Upload of 5Mbit/s.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Data billing interval          | In units of 1kb at the pro rata without rounding up.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

| Calls Switzerland and Europe                     |                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Calls to MUCHO numbers                           | Unlimited included                                                                                                                                                                                                                                                                                                                             |
| Calls to Swiss mobile and fixed networks         | <p>Unlimited included.</p> <p>Calls to value added numbers in Switzerland, to short codes or to premium numbers are not included in this subscription. Calls to value added numbers in Switzerland (090x), to shared cost numbers (084x) or to short numbers are not included in this subscription. They are therefore billed in addition.</p> |
| SMS to all Swiss networks                        | Unlimited included                                                                                                                                                                                                                                                                                                                             |
| MMS to all Swiss networks                        | Not available                                                                                                                                                                                                                                                                                                                                  |
| Incoming calls in Switzerland                    | Free                                                                                                                                                                                                                                                                                                                                           |
| Billing of special and short numbers (08xx,090x) | Calls to special and short numbers in Switzerland are charged and therefore not included in the subscription. List of rates available on : <a href="https://muchomobile.ch/uploads/components/number_price_list_FR.pdf">https://muchomobile.ch/uploads/components/number_price_list_FR.pdf</a>                                                 |
| Calls from Switzerland to Europe                 | The MUCHO EUROPE subscription includes 180 minutes of calls from Switzerland to Europe or / from Europe to Switzerland or Europe. Beyond this quantity, the calls are charged according to the following rate list: <a href="https://muchomobile.ch/fr/abo/tarifs/international">https://muchomobile.ch/fr/abo/tarifs/international</a>        |
| Calls from Europe to Europe                      | The MUCHO EUROPE subscription includes 180 minutes of calls from Switzerland to Europe or / from Europe to Switzerland or in Europe. Beyond this quantity, the calls are invoiced according to the following price list: <a href="https://muchomobile.ch/fr/abo/tarifs/international">https://muchomobile.ch/fr/abo/tarifs/international</a>   |

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|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Calls in Europe                                               | The MUCHO EUROPE subscription includes 180 minutes of calls from Switzerland to Europe or / from Europe to Switzerland or in Europe. Beyond this quantity, calls are billed according to the following rate list: <a href="https://muchomobile.ch/fr/abo/tarifs/international">https://muchomobile.ch/fr/abo/tarifs/international</a>                                                |
| Call forwarding                                               | Free of charge to MUCHO voice mailbox, as long as the customer is in Switzerland.<br>In other cases is charged as if the user was calling himself from his connection to the transfer destination.                                                                                                                                                                                   |
| Listening and saving time of voice messages                   | Free from Switzerland. To activate or deactivate the voice mailbox: log in to the myMUCHO cockpit. To customize your services, you can also watch our tutorial video: <a href="https://youtu.be/6sTZNuS17X0">https://youtu.be/6sTZNuS17X0</a>                                                                                                                                        |
| Voice message retention messages                              | 30 days                                                                                                                                                                                                                                                                                                                                                                              |
| Blocking of value-added service numbers (090x)                | You can block paid value-added service numbers in your myMUCHO account ( <a href="https://selfcare.muchomobile.ch/account">https://selfcare.muchomobile.ch/account</a> ).                                                                                                                                                                                                            |
| Call billing interval                                         | Calls are charged per minute started.                                                                                                                                                                                                                                                                                                                                                |
| Call set-up fees                                              | No                                                                                                                                                                                                                                                                                                                                                                                   |
| List of countries included in the concept of EUROPE for calls | "EUROPE" includes the following countries: Germany, Austria, Belgium, Bulgaria, Croatia, Denmark, Spain, France, Gibraltar, Greece, Guadeloupe, French Guiana, Hungary, Ireland, Iceland, Italy, Liechtenstein, Luxembourg, Malta, Martinique, Norway, Netherlands, Poland, Portugal, Czech Republic, Reunion, Romania, United Kingdom, Slovakia, Sweden, Finland, Slovenia, Cyprus. |

### Calls from Switzerland to international destinations (outside Europe)

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|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| International Calls                        | Calls made from Switzerland to countries within and outside Europe are charged according to the following list: <a href="https://muchomobile.ch/abo/rates">https://muchomobile.ch/abo/rates</a>                                                                                                           |
| Call billing interval                      | Rounded to the nearest minute for each call.                                                                                                                                                                                                                                                              |
| Call set-up fees                           | No                                                                                                                                                                                                                                                                                                        |
| Special and short numbers                  | Calls to special numbers, short numbers and foreign value-added services are not included in the standard rate list. These calls are charged at a higher rate.<br>List of rates available at: <a href="https://muchomobile.ch/abo/rates/international">https://muchomobile.ch/abo/rates/international</a> |
| Freephone numbers                          | Calls to foreign freephone numbers are charged at the usual rates for calls to foreign countries. Some foreign toll-free numbers may be charged, even if they are presented as free.                                                                                                                      |
| Calls to subscribers on a satellite number | This service is not available with MUCHO Mobile.                                                                                                                                                                                                                                                          |
| Forwarding of calls to foreign countries   | This service is not available with MUCHO Mobile.                                                                                                                                                                                                                                                          |

### Roaming: Calls and internet outside Switzerland

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| Data included in the Roaming subscription                                   | The MUCHO EUROPE subscription includes 10GB of 5G Roaming Internet in Europe.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Billing of Roaming calls with the subscription                              | The MUCHO EUROPE subscription includes 180 minutes of calls from Switzerland to Europe or from Europe to Switzerland or from Europe to Europe. Beyond this amount of calls or outside this zone, the calls are charged according to the following rate list: <a href="https://muchomobile.ch/abo/rates/roaming">https://muchomobile.ch/abo/rates/roaming</a><br><br>For calls in Europe, you can also add an option for Roaming calls at any time by SMS or from your myMUCHO cockpit. This option is detailed on the following page: <a href="https://muchomobile.ch/en/rates/roaming/talkminiroom">https://muchomobile.ch/en/rates/roaming/talkminiroom</a> |
| Maximum data rate for the data roaming service included in the subscription | The roaming data included in the MUCHO subscription are delivered in 5G network "TOP SPEED" which means that the maximum speed in Download is 100 Mbit/s and in Upload at 20 Mbit/s the video definition is delivered in 480p max and the Hotspot functionality is available in maximum speed in Download of 10Mbit/s and in Upload of 5Mbit/s.                                                                                                                                                                                                                                                                                                               |
| Adding data in Roaming                                                      | You can add roaming internet data at any time by SMS or from your myMUCHO cockpit. The available options are listed on the following page: <a href="https://muchomobile.ch/abo/rates/roaming">https://muchomobile.ch/abo/rates/roaming</a><br><br>The Roaming options are delivered in 5G network "TOP SPEED" which means that the maximum speed in Download is 100 Mbit/s and in Upload at 20 Mbit/s the video definition is delivered in 480p max and the Hotspot functionality is available in maximum speed in Download of 10Mbit/s and in Upload of 5Mbit/s                                                                                              |

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| List of countries included in the concept of EUROPE ?    | "EUROPE" includes the following countries: Germany, Austria, Belgium, Bulgaria, Croatia, Denmark, Spain, France, Gibraltar, Greece, Guadeloupe, French Guiana, Hungary, Ireland, Iceland, Italy, Liechtenstein, Luxembourg, Malta, Martinique, Norway, Netherlands, Poland, Portugal, Czech Republic, Reunion, Romania, United Kingdom, Slovakia, Sweden, Finland, Slovenia, Cyprus.                                                                                              |
| Roaming telephony billing interval<br>Roaming telephony. | Billing per second                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Call set-up fees                                         | No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Special and short numbers                                | Calls made from abroad to special and short numbers in the country and to value-added services may be charged at a higher rate. These calls are not included in any conversation credits.                                                                                                                                                                                                                                                                                         |
| Free numbers                                             | Calls made in the country of stay to "free numbers" in that country or in another country are charged at a higher rate as special numbers, and are not included in any conversation credits.                                                                                                                                                                                                                                                                                      |
| Transfer to MUCHO voice mailbox                          | If a message is received on the voice mailbox while you are abroad, the costs of the incoming call on the mobile device and the costs of transferring it from the mobile device to the voice mailbox in Switzerland will be charged at the usual roaming rate.<br><br>To activate or deactivate the voice mailbox: log in to the myMUCHO cockpit.                                                                                                                                 |
| Listening to voice messages                              | Calls made from abroad to the MUCHO voice mailbox to listen to voice messages are billed at the usual roaming rate according to the country of stay.                                                                                                                                                                                                                                                                                                                              |
| Data roaming billing interval                            | In units of 1 kb.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Roaming costs (Airbag MUCHO)                             | During each stay abroad, the customer is automatically informed by SMS of the roaming rate applicable roaming rate for the country of stay.<br><br>The cost containment airbag is activated by default with a daily cost limit of CHF 50.00. You can change this limit in your myMUCHO cockpit.<br>When this limit is reached, an information SMS is sent and your non-subscription expenses are automatically blocked. You can then change this limit from your myMUCHO cockpit. |

| Contract duration                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| Subscription method                                       | Select the subscription of your choice from our website: <a href="https://muchomobile.ch/abo/muchoeurope">https://muchomobile.ch/abo/muchoeurope</a> . And, choose if you want to keep your number or get a new one.                                                                                                                                                                                                                                                     |
| Frequency of renewal                                      | The subscription and its contents are renewed every 1st day of each month.                                                                                                                                                                                                                                                                                                                                                                                               |
| Subscription without minimum term, changes or termination | MUCHO EUROPE is a mobile subscription with no minimum commitment period. This means that you are free to come and go at the end of a month, with 60 days notice.<br><br>How do I proceed?<br>Cancellation can only be done by phone. You can do it simply by calling our customer service at 0800 077 800 (LU-SA, 9am-7pm). To call from abroad, dial +41 22 307 76 54.                                                                                                  |
| Subscription change                                       | You can change your subscription at any time by contacting our customer service at 0800 077 800 (Mon-Sat, 9am-7pm). To call from abroad dial +41 22 307 76 54.<br><br>If you choose a higher-priced subscription (upgrade), you can change immediately free of charge. In case of a choice of a lower priced subscription (downgrade), administrative costs for the change of the subscription apply (CHF25). For more information, please contact our customer service. |
| Activation of the subscription                            | The subscription is activated the day of the postal despatch of the MUCHO SIM card or at the desired date in case of number porting.                                                                                                                                                                                                                                                                                                                                     |
| Billing                                                   | The invoicing of the subscription occurs after the activation. The subscription is billed automatically each month, until revocation. In the event of subscription during a month, the monthly subscription of the first month is invoiced pro rata.                                                                                                                                                                                                                     |

## Various

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|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Subscription details                   | All the minutes of call or SMS indicated (unlimited or not) refer to a normal mobile use, private between physical persons and without direct profit on the exclusive basis of the MUCHO standards. Any use not in conformity with the general conditions in force can involve the immediate expiry of the promotional discount allotted at the time of the purchase, as well as the irrevocable cancellation of the subscription without compensation. (see applicable general sales conditions: <a href="https://muchomobile.ch/terms-conditions">https://muchomobile.ch/terms-conditions</a> ) |
| Credit included                        | The volume of calls, SMS, internet data and roaming included not used during a defined period expires and is not carried over to the next period.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Service fee                            | The list of service fees is available here: <a href="https://muchomobile.ch/uploads/cgv/MUCHO_Service_Fees.pdf">https://muchomobile.ch/uploads/cgv/MUCHO_Service_Fees.pdf</a>                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Replacement SIM card                   | CHF 20 for a replacement SIM card on request.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Invoice                                | Your monthly bill will be visible for free from your cockpit.<br>You also have the option of accessing your usage history (statement) and mobile bills on your myMUCHO cockpit.                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Means of payment                       | Automatic payment by credit card (Visa & Mastercard) and Postfinance.<br>Credit cards from Switzerland, France, Germany, Italy, Austria, Spain, Andorra, United Kingdom, Belgium, Czech Republic, Ireland, Liechtenstein, Luxembourg, Monaco and Portugal are accepted.                                                                                                                                                                                                                                                                                                                           |
| Mobile network coverage in Switzerland | Swisscom antenna network (in 5G)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Customer service                       | Contact our customer service located in Switzerland from Monday to Saturday, from 9am to 7pm.<br><br>Call us at 0800 077 800 (free call) or +41 22 307 76 54 from outside Switzerland (call subject to operator charges or applicable roaming rate) or by email : <a href="https://muchomobile.ch/help/contact">https://muchomobile.ch/help/contact</a>                                                                                                                                                                                                                                           |
| Parts of the contract                  | - Contract with MUCHO for mobile services received at the conclusion of the subscription<br>- General terms and conditions: <a href="https://muchomobile.ch/terms-conditions">https://muchomobile.ch/terms-conditions</a>                                                                                                                                                                                                                                                                                                                                                                         |