

MUCHO EUROPE SURF



Unlimited in Switzerland with unlimited Internet in Europe

- Unlimited Internet in Switzerland
 - Unlimited minutes + SMS in Switzerland
 - Unlimited Internet Roaming in Europe
- Subscription with no minimum commitment period.

October 2024 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 4G network with a TOP SPEED" speed which means that the maximum speed in Download is 50 Mbit/s and in Upload at 10 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	Unlimited included. 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.
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 : https://muchomobile.ch/uploads/components/number_price_list_FR.pdf
Calls from Switzerland to Europe	Not included
Calls from Europe to Europe	Not included

Calls in Europe	Not included
Call forwarding	Free of charge to MUCHO voice mailbox, as long as the customer is in Switzerland and Europe. 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 and Europe. To activate or deactivate the voice mailbox: log in to the myMUCHO cockpit. To customize your services, you can also watch our tutorial video: https://youtu.be/6sTZNuS17X0
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 (https://selfcare.muchomobile.ch/account).
Call billing interval	Calls are charged per minute started.
Call set-up fees	No

Calls from Switzerland to international destinations (outside Europe)

International Calls	Calls made from Switzerland to countries within and outside Europe are charged according to the following list: https://muchomobile.ch/abo/rates
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. List of rates available at: https://muchomobile.ch/abo/rates/international
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

Data included in the Roaming subscription	Unlimited* Internet included. *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.
Billing of Roaming calls with the subscription	This subscription does not include minutes for Roaming calls. Calls made from outside Switzerland depend on the country of stay. See the price list for outgoing and incoming calls, SMS, mobile Internet and data exchange. See roaming price list: https://muchomobile.ch/abo/rates/roaming For calls within 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: https://muchomobile.ch/fr/tarifs/roaming/talkminiroom
Maximum data rate for the data roaming service included in the subscription	The roaming data included in the MUCHO subscription are delivered in 4G network "TOP SPEED" which means that the maximum speed in Download is 50 Mbit/s and in Upload at 10 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	<p>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: https://muchomobile.ch/abo/rates/roaming</p> <p>The Roaming options are delivered in 4G network "TOP SPEED" which means that the maximum speed in Download is 50 Mbit/s and in Upload at 10 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</p>
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.
Roaming telephony billing interval 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	<p>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.</p> <p>To activate or deactivate the voice mailbox: log in to the myMUCHO cockpit.</p>
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)	<p>During each stay abroad, the customer is automatically informed by SMS of the roaming rate applicable roaming rate for the country of stay.</p> <p>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.</p> <p>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.</p>

Contract duration

Subscription method	Select the subscription of your choice from our website: https://muchomobile.ch/abo/muchoeurope . 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	<p>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.</p> <p>How do I proceed? 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.</p>
Subscription change	<p>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.</p> <p>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.</p>
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	
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: https://muchomobile.ch/terms-conditions)
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: https://muchomobile.ch/uploads/cgv/MUCHO_Service_Fees.pdf
Replacement SIM card	CHF 20 for a replacement SIM card on request.
Invoice	Your monthly bill will be visible for free from your cockpit. 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. 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 4G)
Customer service	Contact our customer service located in Switzerland from Monday to Saturday, from 9am to 7pm. 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 : https://muchomobile.ch/help/contact
Parts of the contract	- Contract with MUCHO for mobile services received at the conclusion of the subscription - General terms and conditions: https://muchomobile.ch/terms-conditions