

MUCHO Internet 500M



Internet subscription for the home.

- 500 M Internet (DSL or optical fiber)

January 2025 version

Fees	
Monthly subscription fee (without discount)	CHF 69.90
Activation fee	No commitment: CHF 149.- 12-month commitment: CHF 89.- 24-month commitment: No charge
WiFi router	Included on loan and guaranteed for the duration of the service

Internet service	
Data volumes	Unlimited
Maximum download speed	Up to 500 Mbit/s
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Individual speed	The quoted transmission speeds represent maximum performance, but cannot be guaranteed. Actual Internet speeds vary according to a number of specific factors, such as device capacity, type of connection in the home, infrastructure conditions, distance from the district-based power facility, line quality and more. Therefore, it may be lower than the maximum Internet speed indicated. In addition, the simultaneous use of several devices (such as TV, mobile and computer) can reduce the available speed for each device.

Contract duration	
Minimum commitment period	No commitment 12 months 24 months
Subscription method	Select the subscription of your choice from our website: https://muchomobile.ch/en/internet
Frequency of renewal	The subscription and its contents are renewed every 1st day of each month.
Cancellation	No commitment: you are free to come and go at the end of any month, with 60 days' notice. 12 or 24 months: you can terminate at the end of the minimum contract period or after the contract period at any time, free of charge at the end of a month, with 60 days' notice. How do I cancel? Termination is exclusively by telephone. You can do this simply by calling our customer service on 0800 077 800 (LU-SA, 9am-7pm). To call from abroad, please 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. 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	Subscriptions can be activated within 10 working days.
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	
Service fee	The list of service fees is available here: https://muchomobile.ch/uploads/cgv/MUCHO_Service_Fees.pdf
Invoice	Your monthly invoice will be sent to you by e-mail or post.

Means of payment	Payment by invoice within 30 days.
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 Internet services received upon conclusion of subscription - General terms and conditions of sale: https://muchomobile.ch/en/terms-conditions

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