

DUONANO



PACK Name	Pack DUONANO
Monthly Price	CHF 4.90
SIM Card	CHF 0.00 (free)
Pack duration	<p>The Pack DUONANO has a 30-day duration. This pack is self-renewing after 30 days (as long as there is enough credit).</p> <p>From your myMUCHO account, you can personalise your service by activating automatic recharging (PACK AUTO-PAY).</p>
How to activate a Pack?	<p>Via your Cockpit myMUCHO: www.muchomobile.ch/mymucho</p> <p>Activation by SMS: send DUONANO to number 778</p>
Pack Autorenewal Stop	<p>You can interrupt the renewal of this MOBILE pack at any time for the next term.</p> <p>How to proceed?</p> <ul style="list-style-type: none"> • via the myMUCHO cockpit: www.muchomobile.ch/myMUCHO • via SMS: send STOP DUONANO to number 778
Pack content	<p>In Switzerland:</p> <ul style="list-style-type: none"> • 500MB Internet • 75 minutes in Switzerland • 75 SMS in Switzerland <p>In Europe:</p> <ul style="list-style-type: none"> • 100MB - Roaming
I used 100% of my Internet Allowance. What should I do to get more DATA?	<ul style="list-style-type: none"> • MUCHO informs you by SMS when your Internet pack is exhausted. • When your DATA pack is completely exhausted, we automatically activate protection of your credit (CREDIT PROTECT) and stop the Internet service until your next purchase of additional data. At MUCHO, we believe that your credit should never be used without your consent! • To add DATA during the month, text the following to 778. <p>In Switzerland:</p> <ul style="list-style-type: none"> o Send PLUS1 to number 778 (to get 1GB, CHF 5.00, 10 days) o Send PLUS5 to number 778 (to get 5GB, CHF 15.00, 10 days)
Call charging	Calls counted per started minute.
International Calls	Calls to destinations excluded from this Pack are charged separately against the credit remaining in the account.

<p>Number Types excluded from Pack</p>	<p>Calls to value-added numbers in Switzerland, short or premium numbers are not included in this Pack. Calls to premium rate numbers (090x), shared cost numbers (084x) are excluded from this Pack and are billed separately on the credit remaining on the account.</p>
<p>Charging applied to numbers excluded from Pack</p>	<p>Calls not included in the Pack are debited per minute started according to the following list: www.mucho-mobile.ch/tariff</p>
<p>Internet Speed</p>	<p>“TOP SPEED” means that the bit rate is maximum Download ↓ Upload: 15 Mbit/s ↓ 2 Mbit/s, video definition is delivered in 480p max (DVD) and Hotspot functionality is available in max. bit rate. DL ↓ UL: 2Mbit/s ↓ 1 Mbit/s.</p>
<p>Pack Details</p>	<p>All call minutes or SMS indicated (whether or not unlimited) refer to normal and non-commercial use, private calls between physical persons based exclusively on the MUCHO standards. Calls to more than 49 different receivers per pack, calls to numbers with added value, to abbreviated numbers as well as call forwarding to international numbers are not included in this pack. Any non-compliant use may lead to the immediate and irrevocable expiry of the pack without compensation.</p>
<p>Data service outside Switzerland (Roaming)</p>	<p>To add valid data from Europe, do the following :</p> <ul style="list-style-type: none"> o Send DATAMINIROAM via SMS to 778 (to get 1GB, CHF 14.00, 12 months) o Send DATAMEDIOROAM via SMS to 778 (to get 3GB, CHF 29.00, 12 months) o Send DATAMAXIROAM via SMS to 778 (to get 5GB, CHF 49.00, 12 months) <p>Or activate the Roaming Pack of your choice via your Cockpit: www.mucho-mobile.ch/myMUCHO.</p>
<p>Which countries are included in “EUROPE”?</p>	<p>“EUROPE” includes the following countries: Austria, Belgium, Bulgaria, Croatia, Czech Rep., Denmark, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Ireland, Italy, Liechtenstein, Luxembourg, Malta, Martinique, Netherlands, Norway, Poland, Portugal, Reunion, Romania, Slovak Rep., Spain, Sweden, United Kingdom.</p>