

# MUCHO SWISS



## The unlimited subscription in Switzerland.

- Unlimited minutes + SMS in Switzerland
- Unlimited Internet in Switzerland
- 1GB Roaming in Europe

Subscription with no minimum commitment period.

| Fees  |           |
|---|-----------|
| Monthly subscription fee (without discount) | CHF 49.90 |
| One-time application fee, SIM card included | CHF 35.00 |

| Calls in Switzerland                             |   |
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| Calls to MUCHO numbers                           | Unlimited included  |
| Calls to Swiss mobile and fixed networks         | Unlimited included.<br>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 at special rates. List of rates available on : <a href="https://muchomobile.ch/uploads/components/number_price_list_EN.pdf">https://muchomobile.ch/uploads/components/number_price_list_EN.pdf</a>  |
| Call forwarding                                  | Free to MUCHO voice mailbox.<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. To activate or deactivate the voice mailbox: connect to the myMUCHO cockpit. To personalize your services, you can also watch our video tutorial: <a href="https://youtu.be/nC8wTRnAUqA">https://youtu.be/nC8wTRnAUqA</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> ) or by SMS (send PREMIUM STOP to 778).  |
| Rate of call settlement                          | Calls are charged per minute started.   |
| Call set-up fees                                 | No  |

| Mobile Internet in Switzerland |                              |
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| Data volumes                   | Unlimited Internet included. |

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| Maximum data rate     | 4G "TOP SPEED" network which means that the maximum download speed is 50Mbit/s and upload speed is 5Mbit/s, the video definition is delivered in 1080p max (DVD quality) and the hotspot functionality is available in max speed. Download: 50Mbit/s, Upload: 5Mbit/s.  |
| Data billing interval | In units of 1kb pro rata without rounding up.   |
| Note                  | The unlimited services cover non-excessive private and mobile use of the Internet over a prolonged period in accordance with the general conditions of sale MUCHO. For more information we invite you to consult our T&Cs available here: <a href="https://muchomobile.ch/terms-conditions">https://muchomobile.ch/terms-conditions</a> . |

### Calls from Switzerland to international destinations

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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                      | Accuracy to the second, with rounding 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><br>List of rates available on: <a href="https://muchomobile.ch/abo/rates/international">https://muchomobile.ch/abo/rates/international</a> |
| Freephone numbers                          | Calls to foreign toll-free numbers are charged at the usual foreign call rates. Certain foreign free numbers can be payable, even if they are presented as being free.  |
| Calls to subscribers on a satellite number | MUCHO Mobile does not address the satellite area.   |
| 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 SWISS subscription includes 1GB Roaming in Europe.  |
| Billing of roaming calls with the subscription            | This subscription does not include minutes for roaming calls.<br>Calls made from outside Switzerland depend on the country of stay.<br>See the price list for outgoing and incoming calls, SMS as well as mobile Internet and data exchange<br>See roaming price list: <a href="https://muchomobile.ch/abo/rates/roaming">https://muchomobile.ch/abo/rates/roaming</a>  |
| Maximum data rate for roaming data service                | 4G Internet (Full Speed Internet)<br><br>"FULL SPEED" means that the speed is at the maximum Download † Upload: 50 Mbit/s † 5 Mbit/s, the video definition is delivered in 480p max (DVD) and the Hotspot feature is available in max speed.<br>Download † Upload: 50 Mbit/s † 5 Mbit/s.  |
| Adding data roaming                                       | To add data valid in Europe, here's how to do it:<br><br>o Text DATAMINIROAM to 778 (to get 1GB, 12 months)<br>o Text DATAMEDIOROAM to 778 (to get 3GB, 12 months)<br>o Text DATAMAXIROAM to 778 (to get 5GB, 12 months)<br>See the range of packs available: <a href="https://muchomobile.ch/fr/abo/tarifs/roaming">https://muchomobile.ch/fr/abo/tarifs/roaming</a><br>Or activate the Roaming Pack of your choice via your Cockpit: <a href="http://www.muchomobile.ch/myMUCHO">www.muchomobile.ch/myMUCHO</a> |
| List of countries included in the concept of EUROPE ?     | EUROPE includes the following countries: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, France, Germany, Gibraltar, Greece, Guadeloupe, French Guiana, Hungary, Iceland, Ireland, Italy, Liechtenstein, Luxembourg, Malta, Martinique, Netherlands, Norway, Poland, Portugal, Reunion, Romania, Slovakia, Spain, Sweden, United Kingdom.   |
| Billing interval for roaming telephony roaming telephony. | Billing per second  |
| Call set-up fees  | No  |

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| Special and short numbers               | <p>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.</p> <p>During each stay abroad, the customer is automatically informed by SMS of the roaming rate applicable for the country of stay.</p>   |
| 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 in the same way as special numbers, and are not part of any conversation credits included.  |
| Transfer to MUCHO voice mailbox         | <p>If a message is received on the voicemail while abroad, the costs of the incoming call on the mobile device as well as the costs of transferring from the mobile device to the voicemail in Switzerland are 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 charged at the usual roaming rate.   |
| Data roaming billing interval           | In units of 1 kb.  |
| Control of roaming costs (Airbag MUCHO) | <p>During each stay abroad, the customer is automatically informed by SMS of the roaming rate applicable for the country of applicable roaming tariff for the country of stay.</p> <p>By default, the control of the non-subscription costs is activated 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 then have the option of changing this limit from your myMUCHO cockpit.</p> |

### Contract duration

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| Subscription method                                       | Select the subscription of your choice from our website: <a href="https://muchomobile.ch/abo/muchoswiss">https://muchomobile.ch/abo/muchoswiss</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 | <p>MUCHO SWISS" 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?</p> <p>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 changing 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

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| Subscription details | <p>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>)</p> |
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| 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:<br><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 4G)  |
| 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>   |