

yallo postpaid service fees



yallo is authorized to charge the following fees to its customers for services:

Administrative fees

SERVICE	EXPLANATION	FEE
Activation fee/ SIM card	Fee for initial activation of yallo SIM card, SIM card exchange or replacement (loss or defect) and account activation.	CHF 49.-
Paper bill fee	Fee for sending bill summary by mail.	CHF 3.- via e-mail for free
Handling fee for copy of paper bill/e-mail bill	Handling fee for providing a copy of a bill.	CHF 10.- paper / CHF 5.- e-mail
Returned shipment & address update fee	Handling fee for researching correct address for undeliverable mail (such as bills or payment reminders).	CHF 20.-
Fee for bill payment at post office (orange/red deposit slip)	CHF 2.00 fee for payment using orange deposit slip, and CHF 5.00 fee for payment using red deposit slip at post office.	CHF 2.-/5.-
Late fee	Fee for late payment	CHF 30.-
Account blocking fee	Fee for blocking an account in case of non-payment	CHF 50.-
Reactivation fee	Fee for reactivation of an account following deactivation due to non-payment.	CHF 75.-
Change in ownership fee	Handling fee for change in ownership, i.e., the transfer of a mobile phone number to someone else. This fee is charged, for example, when a subscription is transferred to a different person.	CHF 40.-
Request for informa- tion fee for harassing calls/messages	This fee is charged when we provide information regarding connection details and the identity of the initiator of harassing calls/messages pursuant to Article 82 of the Telecommunication Services Ordinance.	CHF 70.-
Mobile phone number change fee	Handling fee for the second time a mobile phone number is changed – the first change is free of charge.	CHF 100.-
Data protection request fee	This fee is charged when we process data protection questions pursuant to Article 2 of the Telecommunication Services Ordinance (will be billed at cost; maximum of CHF 300.00)	based on cost