

# List of fees for additional services

# Sky Mobile customers

This list of fees for additional services is an integral part of the Contract as specified in clause 1 of the General Terms and Conditions and replaces all previous versions.

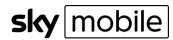
# Sending and copying documents

Service	Price (CHF)
Document copy (except invoice)	9.95 / request
Request for a copy of a document (contract, reminder letter) excluding invoice copies.	
Paper invoice without call statement	3.95 / month and invoice
Paper version of your monthly invoice by post.	
Detailed paper invoice with call statement	5.00 / month and invoice
Paper version of your monthly invoice by post, including a	
detailed record of each communication (calls, messages and mobile data usage).	
Copy of a detailed invoice by post	
Up to 6 invoices	<ul> <li>9.95 / request</li> </ul>
From 7 invoices	• 19.95 / request
Copy of a detailed invoice by email	
Up to 6 invoices	<ul> <li>4.95 / request</li> </ul>
From 7 invoices	• 9.95 / request

# Payment processing

Service	Price (CHF)
Direct debit rejection fees Processing fee if a bank refuses the direct debit payment.	Free of charge
Payment at the post office Fix fee for payments at the post office counter.	4.45 / payment
Payment at the Salt Store Fix fee for payment processing made at the Salt Store.	5.95 / payment
Payment via Contact Center Fix fee for payment processing made via the Contact Center.	4.95 / payment
Immediate payment on the customer account Fees for immediate posting of the payment on the customer account balance, performed on Sky-Mobile.ch – My Account.	0.95 / payment

Sky Mobile Renens, May 2025



# Charges in case of payment default (clause 3 of the General Terms and Conditions)

Service	Price (CHF)
Reminder fees Reminder fees due to an unpaid amount of an overdue invoice.	30 for the 1 <sup>st</sup> reminder, up to 75 for each subsequent reminder
Suspension fees Suspension of the services due to an unpaid amount of an overdue invoice.	50 / billing account
Payment arrangement Payment of an outstanding balance of more than CHF 500, payable in 3 or 6 instalments.	Total amount + 50 for the payment arrangement.
Account statement  Copy of the statement concerning your account status sent by post or email.	9.95 / request

#### Processing fees – collection agency

Processing fees after the debt has been remitted to the collection agency (at the earliest from the 70<sup>th</sup> day following the invoice date), depending on the amount of the debt:

Amount of the debt in CHF	Processing fees in CHF
1 up to 20	50
21 up to 50	70
51 up to 100	100
101 up to 150	120
151 up to 250	149
251 up to 500	195
501 up to 1'500	308
1'501 up to 3'000	448
3'001 up to 10'000	1′100
10'001 up to 20'000	1′510
20'001 up to 50'000	2'658
From 50'000	6% of the amount of the debt

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## SIM card

Service Price (CHF)

SIM card replacement

49.95 / SIM card

Defective or lost SIM card / other SIM card format.

of the Ordinance on Telecommunications Services.

### Subscription management

Subscription management	
Service	Price (CHF)
Price plan change	Variable
Adjustment of the price plan to new needs (upgrade/downgrade).	
Early contract renewal with device	Variable, payable as one-time
Pro-rata billing of the device included in the former contract.	fee on the following invoice or in monthly instalments during the contractual period
Early contract termination	Variable
According to the conditions of the contract, pro-rata billing of the device included in	
the contract and of the remaining months of the subscription.	
Invalid address / undeliverable postal mail	9.95 / invoice or reminder
The address is incorrect or was not updated after a move and, therefore, invoices and reminders cannot be delivered.	undeliverable
Change of mobile number	99.95 / request
Change of mobile number during the contractual period.	·
Change of holder (contract or mobile number)	49.95 / request
Transfer of the contract or mobile number to a new holder.	
Enquiries on abusive calls/messages	50 / request
Fee for information requests on abusive calls/messages in accordance with Art. 82	

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