

## ALDI SUISSE MOBILE service fees



ALDI SUISSE MOBILE is authorized to charge the following fees to its customers for services:

Service	Explanation	Amount
<b>Activation fee / SIM card</b>	Fee for activating a new mobile subscription. SIM card included	CHF 49
<b>Fee for detailed proof of connection</b>	Handling fee for the providing a detailed proof of connection via e-mail	CHF 5
<b>First payment reminder</b>	Via e-Mail or SMS. If payment is not made after the first payment reminder, the account will be blocked.	free
<b>Account blocking charge</b>	Fee for deactivating service following non-payment	CHF 50
<b>Fee for unblocking</b>	Fee for reactivating the customer account for domestic calls and SMS after blocking due to late payment	CHF 65
<b>SIM card exchange fee</b>	Handling fee for SIM card exchange or replacement (loss or defect) or for switching from physical SIM card to eSIM	CHF 39
<b>Ownership change fee</b>	Handling fee for change in ownership, i.e., the transfer of a mobile phone number to someone else.	CHF 50
<b>Mobile phone number change fee</b>	Handling fee for each change of mobile number. In case of harassment, the customer should bring proof e.g. police report (then free of charge).	CHF 50
<b>Request for information fee for harassing calls/ messages</b>	This Handling 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
<b>Data protection request fee</b>	This Handling 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)	based on cost
<b>Refund request fee</b>	Handling fee for refund request	CHF 10
<b>Processing fee for subscription change</b>	One-time Handling fee for changing the subscription to a subscription with a lower monthly fee	CHF 39
<b>Cancellation without adherence to the cancellation notice period</b>	The customer may cancel their contract without observing the regular notice period if they pay the basic monthly fees up to the regular cancellation notice date plus an additional CHF 100.–.	variable + CHF 100



## Administration charges on late payments

Administrative fee after handing the claim over to a debt collection service agency (70 days after the invoice date at the earliest):

Claim amount in CHF	Administrative fee in CHF
0 – 19	37
20 – 59	58
60 – 144	Corresponds to outstanding amount
145 – 399	145
400 – 999	225
1000 – 1999	285
2000 – 2999	385
3000 – 4999	575
5000 – 6999	685
7000 – 9999	825
10000 – 19999	1375
20000 – 49999	2600
>50000	6% of the outstanding amount