

MOBILE PREPAID SERVICE DESCRIPTION

MTEL FREE PLUS



	Costs
Tariff package	CHF 15.00 including VAT
Tariff package validity	25 days

(National) Mobile internet in Switzerland	
Data volume including	10 GB If the corresponding mobile tariff package does not contain any included units or if these have been used up and if no additional option has been activated, the consumption of further data will be charged at the standard tariff provided that sufficient credit is available.
Standard rates	Prices for data usage in Switzerland www.mtel.ch/de/standardtarife-daten
Maximum speed	4G network (high speed) 2 Gbit/s (download) and 300 Mbit/s (upload) 3G network (high speed) 2 Gbit/s (download) and 300 Mbit/s (upload)
Note	The transmission speeds are the best possible performance and cannot be guaranteed. The actual internet speed depends on factors such as topography, network coverage, distance to transmitter mast, signal strength inside/outside buildings or other factors and may be lower than the stated maximum internet speed.

(National) Telephony & text messages in Switzerland	
Outgoing calls and text messages	10,000 units which can be used as minutes or text messages in Switzerland, excluding calls and text messages to special numbers (e.g. 084x, 090x, 18xx), short numbers and value-added services.
Incoming calls	Free of charge
Special and short numbers	Calls to special and short numbers are charged at special rates. Valid price list for special and short numbers www.mtel.ch/de/spezial-und-kurznummern 084x (0840, 0842, 0844, 0848): Shared-cost numbers uniform rate, irrespective of the location within Switzerland from which the call is made, but not exceeding 7 centimes per minute (+VAT, maximum price of a national call to a landline). Final amount per call is rounded to 10 centimes.
Blocking premium rate numbers	Premium value-added service numbers 090xer and 0906 numbers can be barred on request.
Freephone numbers	Calls to 0800 numbers are free of charge.
Call forwarding	Call forwarding to the MTEL voice mailbox is free of charge. Otherwise, you will be charged the connection fee that would apply if you were calling the forwarding destination from your own line.
Listening to voicemails	Free of charge
Storing voicemails	8 days
Cycle billing calls	Minute rate. Each fractioned minute is charged as a full minute.
Connection setup fee	None

(International) Outgoing calls & text messages abroad	
Calls to MTEL ZONE networks	Calls to MTEL zone networks are included in the 10,000 units.
Calls to other countries in the world	The rates depend on the destination country. If no included units/credit are included in the corresponding mobile tariff package or if this is used up, calls abroad will be charged at the standard tariff.
Country list MTEL ZONE	Wherever MTEL ZONE is mentioned, it refers to this country list with the networks listed here Serbia(mts), Montenegro (m:tel Crna Gora), Bosnia and Herzegovina (m:tel Banja Luka), Austria (m:tel Austria).
Country list Europe	Wherever EUROPA is mentioned, it refers to this country list Iceland, Liechtenstein, Andorra, Faroe Islands, Slovakia, Hungary, Germany, Finland, Portugal, Sweden, Bulgaria, Luxembourg, Malta, Italy, Belgium, Slovenia, Norway, Martinique, Netherlands, Spain, United Kingdom, Croatia, Cyprus, Lithuania, San Marino, Ireland, Latvia, France, Reunion, Poland, Gibraltar, Greece, Romania, Denmark, Estonia, Vatican, Czech Republic,
Country list Zone 3	Wherever Zone 3 is mentioned, it refers to this country list Libya, Albania, Argentina, Tunisia, Morocco, Algeria, Israel, Singapore, Belarus, Monaco, Mexico, Japan, Kosovo, Russia & Kazakhstan, Moldova, USA, Canada & Caribbean, Turkey, Palestine, Ukraine, New Zealand, Hong Kong, Northern Macedonia, Australia
Country list Zone 4	Wherever Zone 4 is mentioned, it refers to this country list South Africa, Philippines, Taiwan, South Korea, Malaysia, Brazil, Chile, Azerbaijan, Georgia, Venezuela, Armenia
Country list Zone 5	rest of the world not listed in MTEL Zone, EU Zone, Zone 3, Zone 4.
Standard rates	Prices for telephony abroad www.mtel.ch/de/international
Sending text messages abroad	CHF 0.09 per text message
Special, premium and short numbers	Calls to special, premium and short numbers abroad are barred.
Freephone numbers	Calls to foreign freephone numbers are charged at the standard rates for calls abroad. Foreign freephone numbers may be subject to a charge even if they are marked as free.

Calls to subscribers via satellite connection	Calls from Switzerland to subscribers with a mobile phone number who are on cruise ships, for example, and the call is connected via satellite, are billed at the normal Swiss domestic rate. A subscriber who is called pays for the incoming call according to the satellite roaming rate (see www.mtel.ch/de/roaming)
Calls to subscribers with a satellite number	Calls from Switzerland to subscribers with a satellite number (such as with the prefix 0087, 0088) are charged at higher per-minute rates of up to approx. CHF 15.00, depending on the satellite network.
Call forwarding abroad	Call forwarding to a foreign number is blocked.
Billing rate for telephony	Minute rate. Each fractioned minute is charged as a full minute.
Connection setup fee	None

(ROAMING) ROAM LIKE HOME MTEL zone & EU zone abroad

ROAM LIKE HOME data	The same data volume as National is available for the MTEL ZONE & EU ZONE. Data ROAMING is deactivated by default if the corresponding mobile subscription does not contain any including units or if these have been used up and if no additional option has been activated. You can activate a ROAMING data option in SELFCARE at www.mtel.ch/de/mymtel at any time.
Maximum speed	Maximum possible speed depends on the foreign mobile network roaming partner. List of roaming partners at www.mtel.ch/de/roamingpartner
Including units for calls	NO minutes for outgoing calls as described below: MTEL ZONE (1./2./3./4.) & EU ZONE (5./6./7./8.) Telephony and text message roaming is activated by default when abroad. Calls to special numbers, short numbers and value-added services in roaming are blocked. You can activate a ROAMING option in SELFCARE at www.mtel.ch/de/mymtel at any time.
1. Calls from the suspended MTEL ZONE country to all mobiles & landlines in Switzerland.	Calls will be charged at the standard roaming rate if the corresponding mobile subscription does not contain any incl. units or if these have been used up and if no additional option has been activated.
2. Calls within the MTEL ZONE country being visited	Valid only for calls to mobiles and landlines; in Serbia to Telekom Serbia numbers , Bosnia and Herzegovina to m:tel numbers , Montenegro to m:tel numbers , Austria to m:tel numbers Calls to MTEL ZONE mobile and fixed networks as well as to other mobiles and landlines within the MTEL ZONE will be charged at the standard roaming rate if the corresponding mobile subscription does not contain any incl. units or if these have been used up and if no additional option has been activated.
3. Calls from the held up MTEL ZONE country to another MTEL ZONE country	Valid only for calls to mobiles and landlines; in Serbia to Telekom Serbia numbers , Bosnia and Herzegovina to m:tel numbers , Montenegro to m:tel numbers , Austria to m:tel numbers Calls to MTEL ZONE mobile and fixed networks as well as to other mobiles and landlines within the MTEL ZONE will be charged at the standard roaming rate if the corresponding mobile subscription does not contain any incl. units or if these have been used up and if no additional option has been activated.
4. Calls from a suspended MTEL ZONE country to any other country in the world	Calls will be charged at the standard roaming rate if the corresponding mobile subscription does not contain any incl. units or if these have been used up and if no additional option has been activated.
5. Calls from the EU ZONE country being visited to all mobiles & landlines in Switzerland	Calls will be charged at the standard roaming rate if the corresponding mobile subscription does not contain any incl. units or if these have been used up and if no additional option has been activated.
6. Calls within the EU ZONE country being visited	Calls will be charged at the standard roaming rate if the corresponding mobile subscription does not contain any incl. units or if these have been used up and if no additional option has been activated.
7. Calls from the EU ZONE country to another EU ZONE country being visited	Calls to EU ZONE mobiles and landlines in another EU ZONE country will be charged at the standard roaming rate if the corresponding mobile subscription does not contain any including units or if these have been used up and if no additional option has been activated.
8. Calls from the held-up EU ZONE country to another country in the world	Calls will be charged at the standard roaming rate if the corresponding mobile subscription does not contain any incl. units or if these have been used up and if no additional option has been activated.
Important voice mailbox note	Incoming voice messages to the voice mailbox while ROAMING within the MTEL & EU ZONE are free of charge. Calls from abroad to the voice mailbox to listen to the voice messages will be charged at the standard roaming rate if the corresponding mobile subscription does not contain any including units or if these have been used up and if no additional option has been activated.
Connection setup fee	None
Standard rate	Prices according to standard roaming rates www.mtel.ch/de/roaming
Text messages	Prices according to standard roaming rates www.mtel.ch/de/roaming

(Roaming) Remaining telephony and mobile Internet abroad

Country list region Zone 3 - 5	The prices depend on the country of residence in which MTEL has a corresponding partner. If no credit or tariff package is included in the corresponding subscription or if it is used up, the following services will be charged at the standard roaming rate: - outgoing calls
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	- incoming calls - text messages/MMS - mobile internet or data traffic Prices according to standard roaming rates www.mtel.ch/de/roaming
MY MTEL Selfcare	The MY MTEL Selfcare worldwide free access accessible at www.mtel.ch/de/mymtel The Selfcare offers the following functions: - roaming settings - switching answering machine mailbox on or off when abroad - allowing or prohibiting calls, text messages and data connections on ships and in aircraft - activating/deactivating roaming at the standard rate - switching roaming info text message reception on or off - cost protection limit for data roaming - information about installed data packages - information about used data credit - purchase of attractive roaming options - standard roaming rates
Billing rate for telephony	To-the-second with rounding to the nearest 10 Rp per call. Exception: for each call, outgoing calls are charged at least the cost corresponding to a 30 second call.
Cycle billing data	Accurate to the kilobyte and rounded to the nearest 10 Rp per session.
Connection setup fee	None
Special and short numbers	Calls abroad to country-specific special and short numbers including value-added services may be charged at a higher rate. Such calls are not included in any inclusive call credits that may be available.
Freephone numbers	Calls made in the country of residence to "freephone numbers" in the country of residence or in another country are charged at a higher rate like special numbers and are not included in any inclusive call credits.
Satellite roaming	Roaming via satellite connections, such as in aeroplanes and cruise ships, is blocked.
Call forwarding	In the case of call forwarding from abroad (such as to the fixed network connection in Switzerland), both the incoming call and the forwarded outgoing call are charged at the standard roaming rate.
Forwarding to voice mailbox	Free, deactivate mailbox #145# Activate mailbox: *145#
Listening to Voice messages	Calls from abroad to the voice mailbox to listen to voice messages are charged at the standard roaming rate.

Various	
Registration	1. Personal registration with a valid passport or identity card required at the MTEL Shop. The SIM will only be activated after the buyer has registered in accordance with the law. 2. Online registration with a valid passport or identity card – instructions are included in the SIM card package. The purchase or registration of a number of SIMs for the same person may be refused.
Activation of the tariff package	The tariff package is activated on the day of registration or, in the case of number porting, on the desired porting date.
Inclusive units/credit	Any inclusive call, text message or data quota not used for a given period will expire and will not be carried over to the following period.
Charging options	In Switzerland: online with credit card, at kiosk points of sale, at the Postomat, with a Postfinance account, at the SBB ticket machines, in the MTEL Shop and at many retailers Abroad: by credit card via online website www.mtel.ch and by rechargeable voucher code
Service charges	See price list for service charges www.mtel.ch/de/servicegebuehren
Available additional options	More data: - Data Plus S - Data Plus XL More minutes national: - Minutes Plus
HOTLINE/support	Free telephone support when calling from your MTEL mobile number in Switzerland to the number +41 784 74 74 74 Calls from other mobiles or landlines may be charged.
Termination for non-use	If a prepaid mobile connection remains unused for 12 months, MTEL shall be entitled to block the mobile connection without prior notice. If the customer does not request reestablishment of the connection after a further 6 months, MTEL shall be entitled to terminate the contract and to reclaim and reassign the corresponding number.
Account balance	The payout of prepaid credit is generally excluded. This also applies to credit transfers to another prepaid product. Exception: payout in the event of deactivation of the connection. There is no entitlement to payout on initial credit balances, top-up offers and bonus credit balances. The processing fee is CHF 30.00 per telephone number and will be deducted directly from the prepaid credit to be paid out.

	Status of the prepaid card: <u>Active</u> Last chargeable use within the past 547 days (18 months). It must be used for MTEL prepaid number to always remain active. Surf the mobile internet, make a call, send a text message or top up your credit. <u>Deactivation</u> Last chargeable use more than 548 days (18 months). MTEL shall be entitled to terminate the prepaid contract. The corresponding call number shall revert to MTEL without compensation and be reassigned.
Prepaid change to another provider (number porting)	A prepaid number can be ported to another network operator at any time. The remaining prepaid credit can be used until the number is ported and expires with the porting. Porting the number. Register by sending a text message the number 499 with the word YES.
Ban on transferring the SIM	If the prepaid SIM is transferred, the name and address of the initial purchaser will still be disclosed to the competent authorities at their request. If criminal acts are committed using the transferred prepaid SIM, the first purchaser may under certain circumstances be criminally prosecuted for aiding and abetting, complicity, or selective advantage.
Contract Components	1. Provisions of the registration contract 2. Special provisions for mobile communications services 3. General terms and conditions 4. Current service descriptions and offer conditions All documents are available at www.mtel.ch/de/rechtliche-informationen

This mobile tariff package is intended for normal personal use in Switzerland and may not be used for a longer period of time mainly or exclusively abroad, or transferred to users abroad.