

## Service charges

TalkTalk is entitled to charge the client services charges as follows:

Service	Description	Charge
SIM card	Fee for the SIM card in case of new activation. Fee for the SIM card in case of card exchange or replacement (loss/failure).	CHF 49.– CHF 40.–
Charge for paper invoice	Charge for the delivery of a paper invoice by post.	CHF 3.–
Postal office surcharge	Charge for cash payment at the post office. Will be charged afterwards.	Variable
Manual payment	Handling charge for manual deposit (with red deposit slip).	CHF 5.–
Payment by check	Handling charge for paying by check.	CHF 50.–
Unsuccessful LSV+/Direct Debit	Handling charge if the debit was not possible by LSV+ or Direct Debit.	CHF 15.–
Charge for online invoice payment	Handling charge for the payment of outstanding invoices online via credit card or PostFinance Card.	CHF 3.–
Invoice copy by mail	Handling charge for delivering a copy of invoice by mail.	CHF 5.–
Payment reminder charge	Charges for reminders will be charged from the 1st reminder. Will be charged afterwards.	Up to CHF 40.–
Handling charge for line blocking	Charge for line blocking due to non-payment. ULL, Internet and VoIP lines: Mobile, Preselection and Phone lines:	CHF 40.– CHF 30.–
Relocation charge	Handling charge for relocation of fixed-line and Internet products (not including electrician costs.)	CHF 45.–
Charge for non-returned hardware	Charge for hardware that has not been returned after cancellation (e.g. modem).	Variable
Cancellation fee	Charge for early termination.	Variable
Post return	Handling fee for undeliverable mail (e.g. invoices, reminders).	CHF 20.–
Electrician	Charge if an electrician must be consulted.	According to work completed, min. CHF 180.–
Suspension of the SIM card	Charge if on customer request, the SIM card for a period of max. 6 months is suspended per calendar year.	CHF 15.– (max. 6 mt./calendar year)
Ownerchange	Handling charge transfer of ownership.	CHF 40.–
Debt collections/enforcements	Handling fees that are charged in the case of debt collection or enforcements.	Variable
Number change	Handling charge for the change of telephone number (from the 2nd time).	CHF 20.–
Credit card reimbursement	Handling charge for a credit card refund.	Variable