



# Service fees and collection charges for business customers from 1 April 2025

The following is a list of the main fees and charges. If different costs apply for a specific service, Swisscom will inform the customer of the amount and nature of the charge at the time of order placement or individual contract.

| Service                                | Costs<br>(incl. VAT) | Explanation  |
|--|----------------------|--|
| <b>Billing</b>                         |                      |  |
| Electronic invoicing                   | <b>Free</b>          | The provision of invoices by e-mail or e-invoice, as a download on the online portal (Customer Center/Business Center/My Swisscom Business) or via eBilling on the respective bank portal is free of charge. |
| Paper bill                             | <b>CHF 2.90</b>      | Price per paper bill   |
| Copy of invoice                        | <b>Free</b>          | Downloading the bill from the online portal (My Swisscom Business) is always free of charge.   |
|  | <b>CHF 9.90</b>      | Delivery of a paper copy of the invoice.   |
|  | <b>CHF 4.90</b>      | Delivery of a copy of the invoice by e-mail.   |
| <b>Itemised bill</b>                   | <b>Free</b>          | Download of the itemised bill in the online portal is always free of charge. Provision of a paper itemised bill in the subscription is included in the fee for the paper bill.                               |
|  | <b>CHF 5.–</b>       | One-time delivery of Itemised billing of each Call in paper form.  |
| <b>Payment at a Swiss Post counter</b> | <b>CHF 3.50</b>      | There is a cost of CHF 3.50 for payments at a Swiss Post counter.  |
| <b>Reminder</b>                        | <b>CHF 30.–</b>      | Per reminder. At its own discretion, Swisscom may also send payment reminders to the customer free of charge before sending a reminder subject to a charge.  |

April 2025

## Collection

List of administrative fees after transfer of the amount receivable to the collection service provider. The costs depend on the amount and are charged directly by the collection service provider.

| Amount receivable in CHF    | Administrative fee in CHF (incl. VAT.) |
|-----------------------------|--|
| <b>0 – 75</b>               | <b>60.–</b>                            |
| <b>75.01 – 100</b>          | <b>75.–</b>                            |
| <b>100.01 – 150</b>         | <b>98.–</b>                            |
| <b>150.01 – 200</b>         | <b>118.–</b>                           |
| <b>200.01 – 250</b>         | <b>138.–</b>                           |
| <b>250.01 – 400</b>         | <b>148.–</b>                           |
| <b>400.01 – 600</b>         | <b>175.–</b>                           |
| <b>600.01 – 800</b>         | <b>205.–</b>                           |
| <b>800.01 – 1000</b>        | <b>230.–</b>                           |
| <b>1000.01 – 1250</b>       | <b>260.–</b>                           |
| <b>1250.01 – 1500</b>       | <b>275.–</b>                           |
| <b>1500.01 – 2000</b>       | <b>295.–</b>                           |
| <b>2000.01 – 2500</b>       | <b>350.–</b>                           |
| <b>2500.01 – 3500</b>       | <b>390.–</b>                           |
| <b>3500.01 – 99'999'999</b> | <b>485.–</b>                           |