



Special Conditions

The following special conditions apply for all number activations starting from 6th September 2023. This includes new numbers and any numbers which are ported to swype for activation on 6th September 2023 or afterwards.

Administration fees

- SIM card fee: CHF 9
- eSIM fee: CHF 5

Recurring payments

- Our main rate plans (Surf, Swiss, Surf Europe, Europe) are valid for 30 days. This period starts from the time of activation of the SIM card or eSIM.
- Our additional options (international calls, roaming) are valid for 24 hours following completed payment and activation.
- All swype products (main rate plans and additional options) renew automatically following the validation period and the payment method will be charged automatically.
- All products (main rate plans and additional options) can be deactivated in the app. The product remains active until the end of the paid period and is not renewed afterwards. Please read the additional terms in the following section about minimum service period.
- The minimum service period does not apply for additional options (international calling, roaming). They can be deactivated at any time.

Minimum service period

- Customers are obliged to accept a minimum of 60 days minimum service period when placing their order.
- The 60-day minimum service period starts from the day the service is activated.
- During the 60-day period, customers may deactivate their main rate plan (Surf, Swiss, Surf Europe, Europe). The deactivation will take place after the 60th day.
- Therefore, customers are obliged to pay for at least one renewal of the main tariff.
 - First monthly fee: paid at the time of placing the order
 - Second monthly fee: paid at the time of renewal of the rate plan



- If the main plan is changed immediately within the first 30 days of the minimum term, 3 monthly payments will be required to reach the 60-day minimum term.
- In case of an outport during the minimum service period the terms below apply. They relate to the time at which an outport request is made (the time at which the number is taken over by the new provider)
 - If the outport is completed within the first 30 days, no fee will be charged for the second half of the minimum service period.
 - If the outport is completed within the second half of the minimum service period, the renewal fee will be charged.
- After the minimum service period, customers may deactivate their rate plan at any time.

Automatic reassignment of the phone number in the case of non-use

- The phone number will be deactivated and may be reassigned without notice to new customers if there is no network activity within 18 months. This applies even if payments for the product are made. Please note that in cases of deactivation due to lack of network activity, it is not possible to refund the fees paid.
- Network activity means that the SIM card is connected to a mobile network and generates outgoing usage on the network. It does not relate to third-party services or to the use of applications which do not require a mobile network connection.
- Customers must ensure that they generate outgoing usage with their swype SIM to avoid deactivation and reassignment of their phone number.

swype reserves the right to change the special conditions at any time if justified by legitimate interests of swype. Further information about changes can be found in terms and conditions.

08.09.2025