

GoMo Europe

Monthly price of the subscription	CHF 19.95
Activation fees (incl. SIM card)	CHF 39.95
Replacement SIM card	CHF 59.00
Identity check by Post	CHF 19.95
Activation	The subscription is active from the registration date of your order or from the transfer date of your number.
Minimum term + Contract termination	The minimum term of 1 month will be calculated as of the activation or the completed phone number porting. The contract can be terminated with 30 days' notice at the end of the minimum term. Termination request by chat at www.go-mo.ch/en/contact-us/
GTC	The GTC are available at https://static.salt.ch/static/gomo/GTC_EN.pdf
Customer care	Online at www.go-mo.ch/en/contact-us/

Content

In Switzerland:

Telephony	Unlimited to all Swiss networks. Calls to special and short numbers (084x, 090x, 18xy) are not included. Incoming calls are free of charge. Listening to voice messages is free of charge.
Wi-Fi Calling	Available
SMS	Unlimited
Data volume in 4G+, 5G/5G+	Unlimited
Maximum transfer speed	When 4G+ and 5G/5G+ services are available, users benefit from speeds of up to 1,7 Gbit/s*. <i>*Maximum speeds. The actual experienced depend on the number of users connected to the network and the capacity of the device connected to the network.</i>
Network	Network provider of GoMo is Salt. Network check at www.go-mo.ch/en/our-coverage-map/ .

To and from abroad:

	EUROPE zone
<ul style="list-style-type: none"> • International calls from CH • Calls abroad (see table on the "Tariffs" page) • Incoming calls abroad 	<p>CHF 0.45 per minute</p> <p>Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark*, Faroe Islands, Finland, France* (including Corsica), Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Luxembourg, Malta, Monaco, Netherlands*, Norway* (including Svalbard), Poland, Portugal (including Madeira and the Azores), Romania, San Marino, Slovakia, Spain (including the Canary Islands and the Balearic Islands), Sweden, United Kingdom* (excluding the Channel Islands: Jersey, Guernsey, Isle of Man), Vatican City.</p>
Internet abroad	Unlimited, incl. 20 GB of highspeed
SMS	CHF 0.25 per SMS

	TRAVEL zone
<ul style="list-style-type: none"> • International calls from CH • Calls abroad (see table on the "Tariffs" page) • Incoming calls abroad 	<p>CHF 1.95 per minute</p> <p>Argentina, Australia*, Bangladesh, Brazil, Bulgaria, Canada, Chile, China*, Colombia, Croatia, Dominican Republic, Estonia, Hong Kong, India, Japan, Latvia, Lithuania, Malaysia, Mexico, New Zealand*, Peru, Qatar, Republic of South Africa, Saudi Arabia, Singapore, Slovenia, Taiwan, Thailand, Türkiye, United Arab Emirates, United States of America* (including Alaska and Hawaii).</p>
Internet abroad	See Data packs
SMS	CHF 0.25 per SMS

	WORLD zone
<ul style="list-style-type: none"> • International calls from CH • Calls abroad (see table on the "Tariffs" page) • Incoming calls abroad 	<p>CHF 2.95 per minute</p> <p>Afghanistan, Albania, Algeria, Angola, Anguilla, Antigua and Barbuda, Armenia, Azerbaijan, Bahamas, Bahrain, Barbados, Belarus, Belize, Bolivia, Bosnia and Herzegovina, Botswana, British Virgin Islands, Burkina Faso, Cayman Islands, Central African Republic, Comoros, Congo, Costa Rica, Curacao, Dominica, Ecuador, Egypt, El Salvador, French Guyana, Gambia, Georgia, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guernsey, Guinea, Honduras, Indonesia, Iraq, Isle of Man, Israel, Ivory Coast, Jamaica, Jersey, Jordan, Kazakhstan, Korea Republic of, Kosovo, Kuwait, Kyrgyzstan, Lao People's Democratic Republic, Libyan Arab Jamahiriya, Macao, Macedonia Republic of, Madagascar, Mali, Martinique, Mauritania, Mauritius, Moldova Republic of, Mongolia, Montenegro Republic of, Montserrat, Morocco, Myanmar, Nepal, Nicaragua, Nigeria, Oman, Pakistan, Palestinian, Panama, Papua New Guinea, Paraguay, Philippines, Puerto Rico, Reunion, Russian Federation, Saint Kitts and Nevis, Saint Lucia, Senegal, Serbia Republic of, Seychelles, Sierra Leone, Slovenia, Sri Lanka, St Barthelemy, St Martin, St. Vincent and the Grenadines,</p>

	Togo, Tunisia, Turks and Caicos Islands, Ukraine, Uruguay, Uzbekistan, Venezuela, Vietnam
Internet abroad	See Data Packs
SMS	CHF 0.75 per SMS

	FAR zone
<ul style="list-style-type: none"> • International calls from CH • Calls abroad (see table on the "Tariffs" page) • Incoming calls abroad 	<p>CHF 3.45 per minute</p> <p>Aruba, Benin, Bermuda, Bhutan, Bonaire, Brunei Darussalam, Burundi, Cambodia, Cameroon, Cape Verde, Chad, Congo Democratic Republic of the, Cook Islands, Cuba, Curaçao, Djibouti, Equatorial Guinea, Ethiopia, Fiji, French Polynesia, Gabon, Ghana, Guinea-Bissau, Guyana, Haiti, Iran, Kenya, Lebanon, Lesotho, Liberia, Malawi, Maldives, Mozambique, Namibia, New Caledonia, Niger, Rwanda, Saba, Samoa, Sao Tome and Principe, Sint Eustatius, Sint Maarten, Solomon Islands, Somalia, South Sudan Republic of the, Sudan, Sudan Republic of the, Suriname, Swaziland, Syrian Arab Republic, Tajikistan, Tanzania United Republic of, Timor-Leste, Tonga, Trinidad and Tobago, Turkmenistan, Uganda, Vanuatu, Yemen, Zambia, Zimbabwe</p>
Internet abroad	See data Packs
SMS	CHF 0.75 per SMS

*Overseas territories are not included

**Internet access via the mobile network is no longer available. To access the internet, you must connect to a Wi-Fi network.

***From 03.10.2022, internet access via the mobile or satellite network will no longer be available. To access the internet, you will have to connect to a Wi-Fi network.

	Air, sea and satellite zone
International calls	CHF 14.95 per minute
Billing	Billing per minute Every started minute is charged as a full minute. No charges for establishing a connection.
SMS	CHF 0.75 per SMS

Data packs:

It is possible to buy Data Packs in order to surf while abroad. For this, you just need to access the costcontrol.go-mo.ch/roaming page via the mobile network (not accessible via Wi-Fi), then click on the zone you are in (EUROPE, TRAVEL, WORLD or FAR) and activate your Data Pack by clicking on it (valid for 365 days from activation).

Available Data Packs:

EUROPE zone, after the 20 GB at high speed	TRAVEL zone	WORLD zone	FAR zone
2GB/9.95, 10GB/49.95	1 GB/19.95	100 MB/9.95	100 MB/49.95

Other costs:

Paper invoice	CHF 3.95 per invoice																										
Reminder fees	CHF 30.– for the first reminder and up to CHF 75.– for each subsequent reminder.																										
Suspension fees	CHF 50.– per GoMo customer account																										
Payment fees at Post Office	CHF 4.45 per payment at Post Office counter																										
Invalid address / undeliverable postal mail	The address is incorrect or was not updated after a move and, therefore, invoices and reminders cannot be delivered. CHF 9.95 / invoice or reminder undeliverable																										
Copy of a detailed invoice by post	up to 6 invoices: CHF 9.95 / request from 7 invoices: CHF 19.95 / request																										
Copy of a detailed invoice by email	up to 6 invoices: CHF 4.95 / request from 7 invoices: CHF 9.95 / request																										
Account statement (post or email)	CHF 9.95 / request																										
Copy of contract (post or email)	CHF 9.95 / request																										
Processing fees - collection agency	<p>Processing fees after the debt has been transferred to the collection agency (at the earliest from the 70th day following the invoice date), depending on the amount of the debt:</p> <table> <thead> <tr> <th>Amount of the debt in CHF</th><th>Processing fees in CHF</th></tr> </thead> <tbody> <tr><td>1.– up to 20.–</td><td>50.–</td></tr> <tr><td>21.– up to 50.–</td><td>70.–</td></tr> <tr><td>51.– up to 100.–</td><td>100.–</td></tr> <tr><td>101.– up to 150.–</td><td>120.–</td></tr> <tr><td>151.– up to 250.–</td><td>149.–</td></tr> <tr><td>251.– up to 500.–</td><td>195.–</td></tr> <tr><td>501.– up to 1'500.–</td><td>308.–</td></tr> <tr><td>1'501.– up to 3'000.–</td><td>448.–</td></tr> <tr><td>3'001.– up to 10'000.–</td><td>1'100.–</td></tr> <tr><td>10'001.– up to 20'000.–</td><td>1'510.–</td></tr> <tr><td>20'001.– bis 50'000.–</td><td>2'658.–</td></tr> <tr><td>From 50'000.–</td><td>6% of the amount of the debt</td></tr> </tbody> </table>	Amount of the debt in CHF	Processing fees in CHF	1.– up to 20.–	50.–	21.– up to 50.–	70.–	51.– up to 100.–	100.–	101.– up to 150.–	120.–	151.– up to 250.–	149.–	251.– up to 500.–	195.–	501.– up to 1'500.–	308.–	1'501.– up to 3'000.–	448.–	3'001.– up to 10'000.–	1'100.–	10'001.– up to 20'000.–	1'510.–	20'001.– bis 50'000.–	2'658.–	From 50'000.–	6% of the amount of the debt
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Immediate payment on the customer account	Fees for immediate posting of the payment on the customer account balance, performed on Go-Mo.ch – GoMo Account. 0.95 / payment																										
Incorrect or missing payment reference	Fix fee for the manual posting of a payment with an incorrect or missing QR reference. 5.– / payment																										
Data protection enquiries	Fee for processing data protection enquiries in accordance with Art. 19 of the Data Protection Ordinance. Based on the effort involved up to 300.–																										