



INFO SHEET N°17

⚠ **Prices change regularly** — always check current offers on the operator's website, on [comparis.ch](https://www.comparis.ch) or [alao.ch](https://www.alao.ch) before signing.

Swisscom

Complete guide — pros & cons

Switzerland's largest operator analysed honestly — to help you make an informed decision.

Swisscom is the number 1 telecommunications operator in Switzerland. Founded in 1997, it is partly owned by the Swiss Confederation (51%). It is the market leader for mobile, fixed internet and television. This sheet presents its offers, strengths and limitations — honestly.



Swisscom mobile offers — indicative examples

S — Essential

35 CHF/mois

Unlimited calls & SMS · 5 GB data
· European roaming included

M — Comfort

55 CHF/mois

Unlimited calls & SMS · 15 GB data · European roaming included

L — Premium

75 CHF/mois

Unlimited calls & SMS · Unlimited data · Worldwide roaming included

💡 **Note:** Swisscom prices are often negotiable in store — do not hesitate to ask for a personalised offer, especially if you have been a customer for a long time. Regular promotions are available on [swisscom.ch](https://www.swisscom.ch).

Offer	Price from	Speed	TV included	Contract
Internet S	55 CHF/mois	100 Mbit/s	Optional	12 months
Internet M	65 CHF/mois	500 Mbit/s	Optional	12 months
Internet L	80 CHF/mois	1 Gbit/s	Optional	12 months
Inone Home S	75 CHF/mois	100 Mbit/s	✓ Included	12 months
Inone Home L	95 CHF/mois	1 Gbit/s	✓ Included	12 months

Pros & cons — our honest opinion

The strengths

- ✓ Best network coverage in Switzerland — even in mountains and rural areas
- ✓ The most extensive 5G network in the country
- ✓ Customer service in French, German and Italian — available 7 days a week
- ✓ Physical shops throughout Switzerland
- ✓ Trusted operator, partly owned by the Confederation
- ✓ European roaming included in all subscriptions
- ✓ Swisscom TV — excellent quality and ease of use
- ✓ MySwisscom app clear and well designed

The weaknesses

- ✗ The most expensive Swiss operator
- ✗ Contract de 12 months sur la plupart des offres fixe
- ✗ Little pricing flexibility without a promotion
- ✗ High early termination fees
- ✗ The "Inone" offers bundle sometimes unnecessary services
- ✗ Swisscom TV price higher than Teleboy or Zattoo



Who is Swisscom ideal for?

Swisscom suits you well if you...



Live in a rural area

Swisscom has the best coverage everywhere in Switzerland — where other operators have no signal.



Prefer reliability

Shops everywhere, excellent customer service, Confederation operator — ideal for seniors.



Travel often in Europe

Roaming is included in all Swisscom subscriptions — use your phone in Europe at no extra cost.



Want everything from one operator

Mobile + Internet + TV + landline — all in one subscription and one bill.



Tip — Wingo, Swisscom's budget alternative

Same network, lower price

Wingo is a low-cost brand of Swisscom — you use exactly the same Swisscom network (same quality, same coverage) but at a significantly lower price, with no physical shop and 100% online management.

Wingo Basic

CHF 13.95/month · Unlimited calls & SMS · 3 GB data · No contract

Wingo All-in

CHF 24.95/month · Unlimited calls & SMS · Unlimited data · European roaming



If you want Swisscom network quality at a lower price — **Wingo is the ideal solution.** Perfect if you are comfortable with online management (no physical shop).

Useful contacts

Customer service

0800 800 800

Free · 24h/24, 7 days/7

French, German, Italian

Online

swisscom.ch

My account · Bills

Online chat available

In store

Over 100 shops

throughout Switzerland

Personal advice

App

MySwisscom

Manage your subscription

View your usage

SeniorPhone tips

- Always compare **comparis.ch** and **alao.ch** before signing with Swisscom — prices change on regularly
- If you live in the city — operators like Sunrise, Salt or Wingo offer similar quality at lower prices
- If you live in the countryside or mountains — Swisscom often remains the best choice for coverage
- Always ask whether **senior or loyalty offers** are available — Swisscom sometimes has them
- The **MySwisscom** app lets you see your usage in real time — avoid surprises
- Before cancelling, **0800 800 800** — Swisscom often makes commercial gestures to keep customers

Points to watch

-  Check the contract length carefully before signing — early termination penalties can be high
-  The "Inone" offers often include TV + Internet + mobile — check that you need all these services
-  Beware of cold calls in Swisscom's name — Swisscom will not call you to offer a subscription change this way
-  Comparez le coût total sur 12 months et pas seulement le prix mensuel affiché

Key takeaways

- Swisscom = best network coverage in Switzerland, ideal in rural areas.
- The most expensive operator — but service and quality deliver.
- Wingo = same Swisscom network at a lower price — from CHF 13.95/month.
- Customer service 0800 800 800 — free, 24h/24, in 3 languages.
- Always compare on comparis.ch and alao.ch before signing.

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Safety — Essential reminders

Never share your passwords or codes with anyone

Not by phone, not by email, not by SMS. Your bank, the police and operators will never ask for them.

Hidden number — do not answer

A hidden number deliberately conceals its identity. Hang up without hesitation.

Unknown number — avoid answering

Let it ring, wait for a voicemail, call back only if necessary. Never call back a 0900 number.

Fake police or fake banker — hang up and call 117

The real police and your bank will NEVER ask you to hand over money or your PIN by phone.

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