



INFO SHEET N°21

⚠ **Prices change regularly** — always check current offers on the operator's website, on **comparis.ch** or **alao.ch** before signing.

Wingo

Complete guide — pros & cons

Same Swisscom network, lower price — but customer support you need to understand before signing.

Wingo is a low-cost brand of Swisscom launched in 2016. It uses exactly the same network as Swisscom — same quality, same coverage everywhere in Switzerland — but at a significantly lower price. The trade-off: everything is managed online, support is limited, and if something goes wrong at the weekend, you will have to wait until Monday.



Wingo mobile offers

Basic

13.95 CHF/mois

Unlimited calls & SMS · 3 GB data · No contract

All-in

24.95 CHF/mois

Unlimited calls & SMS · Unlimited data · European & US roaming · No contract



Wingo's big advantage: The All-in offer at CHF 24.95 includes **unlimited data AND European & US roaming** on the Swisscom network — where Swisscom charges CHF 75 for the equivalent. That is a saving of over **CHF 600 per year** for the same network quality.

Offer	Price from	Speed	TV included	Contract
Wingo Internet S	29.95 CHF/mois	100 Mbit/s	No	12 months
Wingo Internet M	39.95 CHF/mois	500 Mbit/s	No	12 months
Wingo Internet L	49.95 CHF/mois	1 Gbit/s	No	12 months
Mobile + Internet combo	44.90 CHF/mois	100 Mbit/s	No	12 months

💡 Wingo does not offer TV — if you need a TV service, combine Wingo Internet with Teleboy TV Plus (CHF 11.90/month) for a complete solution at a very competitive price.

Wingo & Swisscom — same network, different price

Understanding the Wingo / Swisscom relationship

Wingo is a low-cost subsidiary of Swisscom — just as Yallo is a subsidiary of Sunrise. You benefit from the same technical infrastructure at a lower price.

What is identical

Réseau 4G/5G Swisscom · Coverage nationale ·
Qualité des appels · Speed des données · Coverage
en montagne

What differs

Price (Wingo cheaper) · No physical shop · Free
support via WhatsApp · Chargeable phone support
(CHF 1.50/min) · No response on Sundays



What you need to know about Wingo support



Important points before choosing Wingo



Free support via WhatsApp — phone support exists but is chargeable (0900 94 93 92 · CHF 1.50/min). Free WhatsApp support is recommended for everyday questions.



No physical shop — if something goes wrong, you cannot go to a Wingo shop for help.



Sundays and public holidays — Wingo is reachable on Saturdays (WhatsApp 9am–4:30pm, hotline 8:30am–4:30pm). If a fault occurs on Sunday, the response will only come on Monday morning.



Phone helpline available but chargeable — 0900 94 93 92 at CHF 1.50/min (max. CHF 15/call). Mon–Fri 8am–6pm, Sat 8:30am–4:30pm. WhatsApp support free but closed on Sundays.



100% online management — bills, subscription changes, everything is done on wingo.ch or in the app.



Our SeniorPhone advice: Wingo is recommended if you have a family member (child, grandchild) who can help you with technical problems. If you are alone and not comfortable with technology, prefer Swisscom with its shops throughout Switzerland.



Pros & cons — our honest opinion

✓ The strengths

- ✓ Same Swisscom network — best coverage in Switzerland
- ✓ Among the lowest prices on the Swisscom network
- ✓ Unlimited data + European roaming from CHF 24.95
- ✓ No contract on all mobile offers
- ✓ Ideal for rural areas and mountains
- ✓ Wingo app clear and simple
- ✓ Offers simples — seulement 2 formules mobiles
- ✓ Saving of CHF 600+/year vs equivalent Swisscom

✗ The weaknesses

- ✗ Free support via WhatsApp only — phone support chargeable
- ✗ No response on Sundays and public holidays
- ✗ No physical shop in Switzerland
- ✗ Internet fixe avec engagement 12 months
- ✗ Less suited to people not comfortable with technology
- ✗ No landline available



Who is Wingo ideal for?

Wingo suits you well if you...

Have a family member to help you

A child or grandchild can manage the account online and contact support if needed — Wingo then becomes an excellent saving.

Live in a rural area or mountains

Wingo's Swisscom network covers all of Switzerland — even where Sunrise, Salt or Yallo have no signal.

Travel in Europe or the USA

European & US roaming is included in the All-in offer at CHF 24.95 — perfect for travellers.

Are comfortable with technology

You manage bills online, you have WhatsApp, you can contact support in writing — Wingo is made for you.



Wingo vs Swisscom — direct comparison

Critère	Wingo	Swisscom
Network used	Swisscom	Swisscom
Coverage	Identical	Identical
Unlimited data from	24.95 CHF/mois	75 CHF/mois
Annual saving	+CHF 600/year	—
Physical shops	None	100+ in Switzerland
Phone support	No	Yes — 0800 800 800
Weekend support	No	Yes — 7 days/7
No contract mobile	Oui	Some offers



Contacting Wingo



WhatsApp support

+41 58 058 00 00

Mon–Fri only

No response at weekends



Online

wingo.ch

My account · Bills

Full online management



App

App Wingo

Manage your subscription

Android & iPhone



Shops

None boutique physique

All managed on wingo.ch

or via WhatsApp (weekdays)

SeniorPhone tips

- Wingo is ideal if **family member can help you set up** the subscription and manage the account online
- If you live in a rural area or mountains — Wingo offers the **best price on the Swisscom network**
- Before switching from Swisscom to Wingo — talk to your family and make sure they can help you
- Support works **by WhatsApp on weekdays only** — plan your questions before the weekend
- Combine Wingo Internet with **Teleboy TV Plus at CHF 11.90** for a complete economical solution
- Compare on **comparis.ch** and **alao.ch** before signing

Important points to watch

-  If your phone breaks down on a Saturday or Sunday — you will have no Wingo support until Monday morning
-  Wingo has no shop — if you need physical help (changing SIM, technical problem), you must find an alternative solution
-  L'Internet fixe Wingo demande un engagement de 12 months
-  Beware of cold calls in Wingo's name — Wingo will not call you

✓ Key takeaways

- Wingo = same Swisscom network, up to CHF 600 saved per year.
- Support by WhatsApp only — no response at weekends.
- Ideal if a family member can help in case of problems.
- Unlimited data + European & US roaming from CHF 24.95/month.
- No physical shop — everything managed online at wingo.ch.

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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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