



INFORMATION SHEET N°26

Dispute with your operator

The Telecom Ombudsman — your free ally

Incorrect billing, disputed contract, refused cancellation? Here is how to defend your rights.

SENIORPHONE ADVICE

The Telecom Ombudsman is completely free and independent — it is your first recourse before any lawyer.

Every year in Switzerland, thousands of consumers win their cases thanks to this little-known service. Never pay a lawyer before trying the Ombudsman.

Do you have a problem with your phone operator — a bill that is too high, a contract you did not sign, a refused cancellation? You are not alone and you have rights. This sheet explains how to assert them, step by step, at no cost.

? When can you take action?



Incorrect billing

Amount higher than expected, unknown fees, double billing, abusive cancellation fees.



Disputed contract

Contract signed under pressure, conditions changed without agreement, commitment not honoured by the operator.



Refused cancellation

The operator refuses to cancel your contract, extends the commitment without authorisation.



Service not provided

No coverage despite the promise, internet speed well below the subscribed plan.



Abusive telemarketing

You were contacted by phone and a contract was activated without your clear written agreement.



Refused refund

The operator refuses to refund an overpayment or a service not delivered as per the contract.



How to proceed — step by step

1

First contact your operator in writing

Before the Ombudsman, you must have attempted to resolve the problem directly. Send an email or registered letter explaining your problem and what you are requesting.

 *Keep a copy of all your exchanges — emails, letters, screenshots.*

2

Wait for the response — maximum 30 days

The operator has 30 days to respond. If the response is unsatisfactory or absent after 30 days, you can contact the Ombudsman.

 *Note the date you sent your request — it is important for the next steps.*

3

Contact the Telecom Ombudsman

Go to ombudstelecom.ch and fill in the online form. Attach all your documents: contract, bills, exchanges with the operator.

 *The form is simple and guided. You can also call 0800 550 550 (free).*

4

The Ombudsman processes your case

The Ombudsman contacts the operator on your behalf and seeks an amicable solution. The procedure generally takes 2 to 3 months.

 *The Ombudsman is neutral — he defends neither the operator nor the client, but seeks the fair solution.*

5

Accept or reject the proposal

The Ombudsman proposes a solution. You are free to accept or reject it. If you reject it, you can still go to court — your right remains intact.

 *In most cases, a satisfactory solution is found without going to court.*



The Telecom Ombudsman — everything you need to know



Telecom Ombudsman — official Swiss mediation service

Website	ombudstelecom.ch
Phone	0800 550 550 (free, Mon–Fri 9am–12pm)
Cost	Completely free for consumers
Duration	2 to 3 months on average
Operators covered	Swisscom, Sunrise, Salt, Wingo, Yallo, M-Budget, Coop Mobile and all members
Languages	English, French, German, Italian



Your rights as a consumer

✓ What Swiss law guarantees you

Swiss law broadly protects consumers in telecom disputes.

- Right to cancel a contract signed under pressure (7-day withdrawal period)
- Right to contest any billing not in accordance with the contract
- Right to a written response within a reasonable timeframe
- Right to a refund if the service was not provided
- Right to complain to OFCOM in case of unfair practices



Beware of telemarketing

An operator calls you and offers you a deal? Never confirm a contract verbally by phone. Always ask for a written document before any signature. → Register on robinson.ch to reduce telemarketing calls.



To put all the chances on your side:

- Always keep a copy of your contract and bills
- Note the date and time of every call with your operator
- Always communicate in writing (email) rather than by phone
- Be precise and factual in your complaints — avoid emotions
- Do not wait — act as soon as you notice a problem
- Consult frc.ch (Federation of Swiss Consumers) for free support



Mistakes to avoid

Common mistakes

-  Paying a disputed bill "to avoid problems" — this may be interpreted as acceptance
-  Cancelling without written notice — risk of automatic contract renewal
-  Ignoring a letter from the operator — deadlines are important
-  Going directly to a lawyer without trying the Ombudsman — unnecessarily expensive
-  Signing a new contract under pressure during a phone call

✓ Key takeaways

- In case of dispute, first contact your operator in writing.
- No satisfactory answer after 30 days → contact the Ombudsman.
- The Ombudsman is free, neutral and effective — do not forget it!
- Always keep your contracts, bills and written exchanges.
- Never sign a contract by phone — always ask for a written document.
- Register on robinson.ch to reduce telemarketing calls.

📞 Useful contacts

 Telecom Ombudsman

ombudstelecom.ch • 0800 550 550

 Consumer protection

frc.ch

 Robinson List

robinson.ch

 OFCOM (regulator)

ofcom.admin.ch

 Police (emergency)

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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 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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