



INFO SHEET N°4

Mobile subscriptions in Switzerland

How to choose the right plan without surprises — simply and honestly.

⚠ Prices change regularly — Always check current offers on the relevant website, on **comparis.ch** or **alao.ch** before signing.

A mobile subscription is the contract that allows you to use your phone for calls, SMS and internet. In Switzerland there are dozens of options. This sheet explains how to choose without paying too much.



The 4 types of subscription



With contract

You sign a 12 or 24 month contract. Often cheaper per month, but you cannot change easily.



Watch out for early termination fees



No contract

You pay month by month and can cancel at any time. Ideal for keeping your freedom.



Recommended for seniors



Prepaid

You top up your card as needed. No contract, no surprises. Ideal if you rarely make calls.



Perfect for very limited use



Bundle

The phone and subscription are sold together. Convenient, but check the total cost over 24 months.



Always compare the separate price



Offers in Switzerland — cheapest to most expensive

Operator	Price from	Network	Contract	Ideal for
M-Budget Mobile	9.95 CHF	Swisscom	No	Small budget
Spusu	9.90 CHF	Swisscom	No	Value for money
Teleboy	9.90 CHF	Swisscom	No	Full offer
Coop Mobile	11.95 CHF	Swisscom	No	In-store purchase
Yallo	12.90 CHF	Sunrise	No	No contract
Wingo	13.95 CHF	Swisscom	No	Simplicity
Salt	19.95 CHF	Salt	Optional	Unlimited data
Sunrise	25.00 CHF	Sunrise	Optional	Urban coverage
Swisscom	35.00 CHF	Swisscom	Optional	Best coverage



What is included in a subscription



Call minutes

Most plans include unlimited calls within Switzerland. Check if calls abroad are included.



SMS

SMS are almost always unlimited in Switzerland. SMS abroad may be charged extra.



Data (mobile internet)

Measured in GB (gigabytes). 2–5 GB is enough for WhatsApp, emails and light browsing. Avoid watching videos outside Wi-Fi.



Roaming (abroad)

Using your phone abroad can be very expensive. Always check if your plan includes Europe before you travel.



The right questions to ask before signing



What is the exact monthly price, all inclusive?

Beware of prices without taxes — ask for the VAT-inclusive price.



Is there a contract? For how long?

If yes, ask what happens if you cancel early — penalties can be high.



How much internet data is included?

For WhatsApp and emails, 2 GB is enough. For videos, plan for 10 GB or more.



Can I use my phone in Europe?

Since 2023, most Swiss plans include limited use in Europe. Check the exact conditions.



Can I keep my current number?

Yes — in Switzerland you can change operator and keep your number. This is a legal right called "number portability".



SeniorPhone tips

- Start with a **no-contract subscription** — you can always change if you are not satisfied
- For basic use (calls, WhatsApp, emails): **2–5 GB of data is more than enough**
- Compare offers on **comparis.ch** before signing anything
- In a shop, never sign on the same day — go home and think it over
- If you mainly use Wi-Fi at home, **a small plan at CHF 10–15/month is enough**
- You can cancel your current subscription and keep your number — it is your right



Pitfalls to avoid

- ⚠ Offers with a phone included seem attractive but often cost more over 24 months
- ⚠ Subscriptions with "unlimited" data often have a limit after which speed is reduced
- ⚠ Roaming (use abroad) can cost you hundreds of francs if your plan does not include it
- ⚠ A shop assistant may work on commission — they have an interest in selling you the most expensive plan



Key takeaways

- Choose a no-contract subscription to keep your freedom.
- For basic use, operators at CHF 10–15/month offer very good quality.
- You can change operator while keeping your number — it is a right.
- Always compare on comparis.ch before signing.
- Never sign a contract under pressure on the same day.

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Ni par téléphone, ni par email, ni par SMS. Ni votre banque, ni la police, ni un opérateur ne vous les demanderont jamais.

Appel masqué — ne pas répondre

Un numéro masqué cache volontairement son identité. Raccrochez sans hésiter.

Numéro inconnu — évitez de répondre

Laissez sonner, attendez un message vocal, appelez uniquement si nécessaire. Ne rappelez jamais un numéro 0900.

Faux policier ou faux banquier — raccrochez et appelez le 117

La vraie police et votre banque ne vous demanderont JAMAIS de remettre de l'argent ou votre code PIN par téléphone.

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