

Travel East

The flexible mobile subscription for Switzerland, its neighbouring countries and parts of the Balkans.

- Calls and SMS:
 - unlimited in Switzerland
 - unlimited in Switzerland's neighbouring countries
 - 60 minutes and 60 SMS from Switzerland to Switzerland's neighbouring countries and eight Balkan countries (international)
 - 60 minutes and 60 SMS in eight Balkan countries (roaming)
- Surfing:
 - unlimited in Switzerland at high speed
 - unlimited in Switzerland's neighbouring countries
 - 10 GB high-speed data in eight Balkan countries (roaming)

Mobile subscription

	Costs
Monthly base fee	As shown in the current price lists
Activation fee (incl. SIM)	See price list for service fees
Combo discounts	Mobile + Internet - In combination with a Sunrise Up Internet subscription, you receive a CHF 10.– discount on the monthly base fee of the Up Internet subscription. General discount conditions: - To benefit from the discounts and advantages mentioned, all products must be charged on the same bill. For subscriptions with offer-related benefits (e.g. subscriptions with a reduced base fee, free services or free/discounted hardware), the Home Benefit is suspended during the promotional period. For promotions with a reduced base fee, this applies for the duration of the price reduction; for promotions with free or discounted hardware, it applies for the specified minimum contract period of the subscription eligible for the discount.
Included	Surf Protect Benefit - Surf Protect is included free of charge with Travel East and provides protection while surfing via the mobile network. The option checks whether websites pose a threat and helps prevent malware from being transmitted. More information.
	Mobile Internet in Switzerland
Data volume	Unlimited
Maximum speed	High speed on the 5G network, up to 2 Gbit/s (download) and 300 Mbit/s (upload)

Mobile Internet in Switzerland	
Note	Transmission speeds represent the best possible performance and cannot be guaranteed. The actual Internet speed depends, for example, on topography, network coverage, distance from the transmitter, signal strength inside/outside buildings and other factors, and may be lower than the specified maximum Internet speed. Excessive usage of mobile-network services can impair network performance, which directly impacts the user experience of other mobile-network customers. To counteract this situation, Sunrise reserves the right to temporarily deprioritise the data traffic of customers who reach a certain threshold. This generally only becomes noticeable when carrying out data-intensive activities and only on antenna cells that are temporarily overloaded. Further information is available on our website.
Calls within Switzerland	
Calls	Unlimited Calls to special numbers (e.g. 084x, 090x, 18xx), short numbers and value-added services are excluded.
SMS to allSwiss networks	Unlimited
Incoming calls	Free of charge
Special and short numbers	Calls to special and short numbers are charged at special rates. See price list for special and short numbers. 084x (0840, 0842, 0844, 0848): The same rate applies for shared-cost numbers, regardless of the location in Switzerland from which the call is made, but the cost will be no more than 7.5 centimes per minute (plus VAT, maximum price of a domestic call to a landline). The final amount per call is rounded to the nearest 10 centimes.
Blocking value-added service numbers	Chargeable value-added service numbers (090x numbers) can be blocked on request.
Value-added service numbers	0800: Calls to these numbers are free of charge.
Call forwarding	Free to your Sunrise mailbox. Otherwise, the connection fee charged is the one that would apply if the forwarding destination were called from your own connection.
Listening to voice messages	Free of charge
Storage of voice messages	15 days
Connection fee	None
International calls	
List of included countries	Germany, France, Italy, Austria, Liechtenstein, Albania, Bosnia and Herzegovina, Kosovo, Croatia, North Macedonia, Montenegro, Slovenia and Serbia. Overseas territories of the countries listed are excluded.

International calls	
Calls and SMS to the included countries	60 minutes and 60 SMS per calendar month from Switzerland to Switzerland's neighbouring countries and eight Balkan countries. Calls to special and short numbers and value-added services are excluded. Other countries worldwide are charged at the standard rate . Overseas territories of the countries listed are excluded.
Calls and SMS to other countries	Prices depend on the destination country. If the relevant subscription does not include any credit, or if the credit has been used up, calls abroad are charged at the standard rate. See prices for international calls
Call billing increments	By the minute. Every partially used minute is billed as a full minute.
Connection fee	None
Special and short numbers	Connections to special and short numbers and value-added services abroad are excluded from the standard rate and the included calling credit. Such connections may be charged at a higher rate. Depending on the country and provider, calls to special and short numbers abroad may incur high costs. See the price list for international value-added service numbers. See price list for international value-added service numbers.
Toll-free numbers	Calls to foreign toll-free numbers are charged at the standard rates for calls to foreign countries. A fee may be charged for foreign toll-free numbers, even if they are marked as free of charge.
Calls to participants via a satellite connection	Calls from Switzerland to participants with a mobile number who are, for example, on a cruise ship and whose connection is via satellite are charged at the normal Swiss domestic rate. The recipient pays for the incoming call according to the satellite roaming rate (see roaming price list).
Calls to participants with a satellite number	Calls from Switzerland to participants with a satellite number (e.g. area code 0087 or 0088) are charged at higher per-minute rates depending on the satellite network, of up to approx. CHF 16.
Call forwarding abroad	Calls forwarded to a foreign phone number are charged at the standard rate for international calls.
Calls and mobile Internet abroad (roaming)	
Mobile Internet in the Balkan countries	10 GB per calendar month are included in the eight Balkan countries. Other regions and countries are charged at the standard rate. Once the included data has been used up, usage is charged at the standard roaming rate .

Calls and mobile Internet abroad (roaming)	
Calls in the Balkan countries	For the included countries (eight Balkan countries), 60 minutes per calendar month apply to: • Calls within a country • Calls from one country to another • Calls to Switzerland • Incoming calls Calls to special and short numbers and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.
SMS in the Balkan countries	60 SMS per calendar month within the Balkan countries and to Switzerland. Other countries: prices according to the standard roaming rate
List of included Balkan countries	Albania, Bosnia and Herzegovina, Croatia, Kosovo, North Macedonia, Montenegro, Slovenia and Serbia. Overseas territories of the countries listed are excluded.
Mobile Internet in Switzerland's neighbouring countries	Unlimited data volume Of this, 40 GB are included at the maximum possible speed (high speed). Afterwards, you can continue surfing without limit at a reduced speed (256 kbit/s download, 128 kbit/s upload).
Calls in Switzerland's neighbouring countries	The following applies to the included countries (Switzerland's neighbouring countries): • Unlimited within a country • Unlimited from one country to another • Unlimited to Switzerland • Incoming calls are free of charge Calls to special and short numbers and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.
SMS in Switzerland's neighbouring countries	Unlimited and free of charge within Switzerland's neighbouring countries. Other countries: prices according to the standard roaming rate .
Switzerland's neighbouring countries	Germany, France, Italy (incl. Vatican City), Liechtenstein and Austria
Rates in other countries	Prices according to the standard roaming rate
Overview of roaming cost protection	- Data roaming at the standard rate is deactivated by default. - Call and SMS roaming at the standard rate is activated by default. - Incoming voice messages to your Sunrise mailbox are free of charge worldwide. - Attractive roaming data packages
Activation and deactivation of roaming at the standard rate	Data roaming at the standard roaming rate (billed according to MB usage) is deactivated by default abroad and can be activated in the Roaming Cockpit. Call and SMS roaming is activated by default abroad.

Calls and mobile Internet abroad (roaming)

Sunrise Cockpit	With the Sunrise Cockpit, you are always in control of your costs abroad. The Sunrise Cockpit is free to use worldwide and offers the following functions: - Information on installed roaming options - Purchase of attractive roaming options - Management of roaming settings - Block roaming - Allow or block calls and SMS on ships and aeroplanes - Activation and deactivation of data roaming at the standard rate - Switch roaming information SMS on or off - Change the roaming cost limit
Standard roaming rates	Usage-based prices vary depending on the country you are visiting (Regions 1–3). Billing is based on MB usage. If the relevant subscription does not include any credit or data package, or if this has been used up, the following services are charged at the standard roaming rate: Outgoing calls- Incoming calls- SMS- Mobile Internet and data usage See roaming price list Roaming data packages are recommended in order to reduce costs.
Call billing increments	Charged by the second and rounded to the nearest 10 centimes per call Exception: Outgoing calls incur costs equivalent to at least a 30-second call, even if they are shorter.
Data speed	The maximum possible speed (high speed) depends on the foreign mobile network. 4G high speed is not available everywhere. A list of countries/roaming partners is available at sunrise.ch/roaming.
Connection fee	None
Special and short numbers	Calls made abroad to country-specific special and short numbers, including value-added services, may be charged at a higher rate. Such calls are not part of any included calling credit.
Toll-free numbers	Calls to “toll-free numbers” in the country you are visiting or in another country are charged at a higher rate like special numbers and are not part of any included calling credit.
Satellite roaming	Roaming via satellite connections, e.g. on aeroplanes and cruise ships, is charged at a higher rate. Satellite connections are possible only via calls/SMS. Data roaming is blocked.
Call forwarding	For call forwarding from abroad (e.g. to a landline in Switzerland), both the incoming call and the forwarded outgoing call are charged at the standard roaming rate.
Forwarding to your Sunrise mailbox	Free of charge Deactivate mailbox: #145#Activate mailbox: *145#
Listening to voice messages	Calls made from abroad to your Sunrise mailbox to listen to voice messages are charged at the standard roaming rate.

Calls and mobile Internet abroad (roaming)	
Hierarchy of roaming credit and options	If several roaming credits or options are available at the same time, they are automatically used in the following order: 1) Data volume of an activated travel data unlimited option (valid for 1 month) 2) Data volume of an activated travel days option (valid for 1 month) 3) Data volume of the mobile subscription (valid for the calendar month) 4) Data volume of a recurring roaming option (valid for the calendar month) 5) Data volume of an activated travel data option (valid for 12 months) 6) Data volume of a purchased but not yet activated travel data option (valid for 12 months)
Data billing increments	Charged per kilobyte and rounded to the nearest 10 centimes per session
Roaming cost control	Every time you travel abroad, you automatically receive an SMS informing you of the applicable roaming rate. Receipt of this SMS can be switched on or off in the Roaming Cockpit or My Sunrise. Roaming data connections abroad are blocked by default, with the exception of regions and zones included in a subscription or roaming option ("included roaming"). To enable roaming that is not included, an individual monthly cost limit must be set up in the Roaming Cockpit or My Sunrise. At 50% and 100% of the set limit, an information SMS is sent for cost-control purposes. Once the cost limit is reached, roaming is blocked until the end of the month. The individual cost limit can be changed at any time. Free roaming services (incoming SMS and access to the Roaming Cockpit) are available worldwide even without a cost limit. The roaming cost limit includes roaming costs incurred within one calendar month, excluding charges for roaming options or roaming data packages.
Included roaming volume	Once a limited data-roaming volume has been used up, roaming is blocked. The customer is informed by SMS when 50% and 100% of the data volume have been used. Once roaming has been blocked, additional data volume can be purchased in the Roaming Cockpit. The monthly included volume is available again at the beginning of the following month. Once a limited call or SMS roaming volume has been used up, the standard roaming rate is charged. The customer is informed when 50% and 100% of the call or SMS roaming volume have been used, with the costs of the standard rate displayed in advance when switching to that rate. Alternatively, a call or SMS roaming package can be purchased in the Roaming Cockpit. The monthly included volume is available again at the beginning of the following month.
Contract period	
Activation	The subscription is activated on the day of registration or, in the case of number porting, on a desired date.

Contract period	
Minimum contract period	The minimum contract period is determined by the relevant offer. Unless otherwise stated in the offer, the minimum contract period is 12 months.
Subscriptions without a minimum period, cancellation	A subscription without a minimum contract period can be cancelled with 60 days' notice to the end of any month.
Subscriptions with a minimum period, cancellation	A subscription with a minimum contract period can be cancelled with 60 days' notice to the end of the minimum contract period. Thereafter, it can be cancelled with 60 days' notice to the end of any month.
Early cancellation, costs	If the subscription is cancelled before the end of the minimum contract period, the outstanding monthly base fees must be paid up to the end of the minimum contract period. The amount of the recurring monthly base fees is determined by the regular base fee of the respective subscription plus any promotional surcharge, unless otherwise provided for in the relevant offer. Once the minimum contract period has expired, and for contracts without a minimum contract period, a contract can only be cancelled without observing the standard notice period by paying the monthly base fees up to the standard cancellation date plus CHF 100.
How to cancel	The subscription must be cancelled either by phone or via Sunrise Chat. Details are available at sunrise.ch/cancellation. Cancellations by letter or email are not valid. Written cancellations are still accepted for cancellations involving number porting, provided they are submitted electronically by the new provider on behalf of the customer as part of the porting process. Cancellation by phone - From Switzerland: 0800 100 600 (free) - From abroad: +41 58 777 01 01 Cancellation via Sunrise Chat - Chat link available at sunrise.ch/cancellation

Contract period	
Switching subscriptions	For all subscriptions, switching to a subscription with a higher monthly base fee is possible free of charge at any time. As a general rule, switching to a subscription with a lower base fee is possible from the following month. During the minimum contract period, switching to a subscription with a lower base fee is only possible subject to a switching fee. After the minimum contract period, such a switch is free of charge. For certain offers, switching to a subscription with a lower base fee may be excluded or may incur charges. The offer conditions apply. If a subscription is switched during a month, the included services of the previous and new subscription are billed pro rata.
Billing	The base fee is charged monthly from activation of the subscription. If the subscription is activated or changed during a billing month, the base fee and included services are calculated on a pro-rata basis. Monthly billing continues until the subscription is terminated.

Miscellaneous	
Price adjustment	Sunrise may adjust the price of each service once per calendar year in line with inflation. The adjustment is based on the Federal Statistical Office's Consumer Price Index (CPI; base December 2020 = 100 points). The initial index is the CPI as at 1 January 2024. If Sunrise does not make a price adjustment for a service in a given calendar year, this right does not expire in subsequent years. In the event of a price adjustment due to inflation, the customer is not entitled to terminate the service early.
Terms of Use (Fair Use Policy)	Sunrise services are intended for normal private or business use. Unlimited services may generally also be used without limit, provided that voice, SMS and data services on the mobile or fixed network are not used excessively over a prolonged period ("Fair Use principle"). If Sunrise identifies a significant deviation from normal use that may cause capacity problems or a deterioration in network performance, Sunrise may take network-management measures (e.g. deprioritisation), discontinue or restrict service provision, or take other appropriate measures. In all other respects, the provisions of the Terms of Use at sunrise.ch/gtc apply.
Included credit	Any included call or data allowance not used during a specific period expires and is not carried over to the following period.
Service fees	See price list for service fees

	Miscellaneous
Wi-Fi Calling	When the signal is weak inside your home, Wi-Fi Calling improves reception for mobile calls. More information: sunrise.ch/wifi-calling
Device plan	With each subscription, one device can be purchased with a down payment starting from CHF 1.– followed by 24 monthly instalments with no interest or fees. With the We Connect extra SIM surf option, a second device can also be purchased together with the subscription and paid for in instalments.
Sunrise network coverage	See network coverage map .
Set-up/personalisation	At sunrise.ch/support you will find useful information and additional options for your product, e.g. setting up your product, call forwarding, suppressing your phone number and tips for keeping your product secure.
Support	Free technical phone support at sunrise.ch/contact
Components of the contract	- Contract for mobile-phone services - Provisions for fair usage of mobile Internet- Special provisions for mobile-phone services- General Terms and Conditions All documents are available at sunrise.ch/gtc
Last updated	06.2025