

# Sunrise Up Internet



The flexible landline network Internet portfolio with no additional landline connection fee, modularly combinable with landline phone and TV.

## Sunrise Up Internet XL

**The best-Speed-you-can-get Internet product for data-intensive use**

	Costs
<b>Basic monthly fee (without discount)</b>	According to published price lists.
<b>Landline connection fee</b>	Included – Please refer to the separate factsheet for details on the included Up Phone M landline product.
<b>Activation fee</b>	<b>CHF 89.–</b> There is no activation fee if a Sunrise landline connection has already been set up.
<b>WLAN/Wi-Fi modem</b>	Included (on loan) Type: modem may vary depending on the access type
<b>Discounts and Benefits</b>	<p>Sunrise Up Benefits:</p> <ul style="list-style-type: none"> <li>In combination with any Sunrise Up, Sunrise Fresh, Sunrise We, Sunrise We Young, Sunrise Freedom, Sunrise Freedom Young and any previous Sunrise mobile plan (if eligible), you receive a CHF 10.– discount each on your basic monthly fee of the Up Internet and the respective Mobile subscription.</li> <li>In combination with Sunrise Up TV L, XL subscription you will receive a CHF 20.- discount on this internet product.</li> </ul> <p>More Benefits:</p> <ul style="list-style-type: none"> <li>In combination with a Sunrise Up Mobile M, L, XL and Sunrise Fresh Mobile M, L, XL mobile subscription, you receive in addition following benefits: <ul style="list-style-type: none"> <li>Smart WiFi Benefit: Sunrise Smart WiFi start (1 additional Pod) free of charge. Smart Wifi Benefit is not available for customers with Sunrise mobile broadband/ Fixed Wireless Access and Fritzbox Wi-Fi modem</li> <li>TV XL Benefit: Premium TV Upgrade for free</li> <li>Max Speed Mobile Benefit: always best available speed up to 2 Gbit/s without throttling</li> </ul> </li> </ul> <p>General discount conditions:</p> <ul style="list-style-type: none"> <li>Sunrise Up Benefit: In order to profit from the Sunrise Up Discount and Sunrise UP Benefit, the internet and mobile subscriptions must be invoiced on the same bill.</li> <li>For subscriptions with offer-related benefits (e.g., subscriptions with a reduced basic fee, subscriptions with free services, or subscriptions with free or reduced hardware), the Sunrise Up Discount will be paused during the promotion period. Sunrise UP Benefits (Smart WiFi Benefit, Max Speed Mobile Benefit &amp; TV XL Benefit) will also be given during a promotional period given</li> <li>For promotions with a reduced basic fee, this applies for the period of the price reduction; for promotions with free or reduced hardware, this applies for the set minimum contract duration of the subscription that is eligible for a discount. For Sunrise Up Internet products, the suspension of the discount applies to the basic fees of all subscriptions (Internet, landline network, TV)</li> </ul>

	<b>Internet services with Fiber connection</b>
<b>Network</b>	Fiber
<b>Data volume</b>	Unlimited
<b>Download speed</b>	Up to 10 Gbit/s
<b>Upload speed</b>	Up to 10 Gbit/s
<b>IP address</b>	Usually dynamic for private customers.
<b>Individual speed</b>	The transmission speeds listed represent optimum performance and are not guaranteed. Actual Internet speed depends on individual factors that are under the control of the customer or a third party, such as the capacity of the end device, type of connection in the residence, the building's structural characteristics, the distance to the next telephone switchboard, the quality of the connections or other factors and may be slower than the specified maximum Internet speed. Cumulative and simultaneous use by various end devices (e.g., TV, mobile & laptop) reduces the bandwidth available for each device.

	<b>Internet services with HFC connection</b>
<b>Network</b>	HFC Hybrid Fiber Coaxial
<b>Data volume</b>	Unlimited
<b>Download speed</b>	Up to 1 Gbit/s
<b>Upload speed</b>	Up to 100 Mbit/s
<b>IP address</b>	Usually dynamic for private customers.
<b>Individual speed</b>	The transmission speeds listed represent optimum performance and are not guaranteed. Actual Internet speed depends on individual factors that are influenced by the customer or a third party, such as the capacity of the end device, type of connection in the residence, the building's structural characteristics, the distance to the next telephone switchboard, the quality of the connections or other factors and may be slower than the specified maximum Internet speed. Cumulative and simultaneous use by various end devices (e.g., TV, mobile & laptop) reduces the bandwidth available for each device.

## General information

	Contract duration
<b>Minimum duration</b>	12 months
<b>Cancellation</b>	The subscription may be canceled with a notice period of 60 days at the end of the minimum contract duration. Once the minimum duration has ended, the subscription can be canceled at any time with a notice period of 60 days at the end of any month.
<b>Cancellation contact</b>	<p>The subscription must be canceled either by phone or through Sunrise Chat. More details are available at <a href="http://sunrise.ch/cancellation">sunrise.ch/cancellation</a>. Cancellations submitted via letter or e-mail are not valid. Written cancellations will still be accepted for cancellations with phone number porting, as long as this cancellation is submitted electronically by the provider on behalf of the customer over the course of the porting process.</p> <p>Cancellation by phone</p> <ul style="list-style-type: none"><li>- From within Switzerland: 0800 100 600 (for free)</li><li>- From abroad: +41 (0)800 100 600</li><li>- Monday to Friday, 8 a.m. to 7 p.m.</li></ul> <p>Cancellation via Sunrise Chat</p> <ul style="list-style-type: none"><li>- The link to the chat is available at <a href="http://sunrise.ch/cancellation">sunrise.ch/cancellation</a></li><li>- Monday to Friday, 8 a.m. to 7 p.m.</li></ul>
<b>Early cancellation</b>	If the contract is terminated before reaching the minimum contract duration, the recurring monthly basic fees for the remaining period must be paid in full.
<b>Switching subscriptions</b>	You can always switch between the Sunrise Up Internet subscriptions. For promotions, special conditions may apply.
<b>Billing</b>	The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until the option is canceled. With activations or cancellations during a current billing month, the basic fee will be charged on a pro-rated basis.
	Miscellaneous
<b>Landline phone</b>	An Internet subscription is required in order to take advantage of Sunrise landline calling services. Please refer to the factsheets for Up Phone M or Up Phone L for the terms and conditions.
<b>Fiber optics</b>	<p>For information on the fiber optic connection and its availability, see <a href="http://sunrise.ch/fiber">sunrise.ch/fiber</a></p> <p>The transmission speeds specified represent optimum performance and cannot always be guaranteed. Where available we deliver 10 Gbit/s to your home over XGS-PON fiber connections. The overhead required to ensure transmission quality brings the effective individual download/upload speed to 8 Gbit/s. Simultaneous downloading and uploading may also limit the maximum upload speed to 4.5 Gbit/s due to hardware restrictions on the Sunrise Internet Box Fiber. Actual Internet speeds depend on various factors under the control of the customer or a third party, such as the end device capacity or type of connection at home.</p>

	Miscellaneous
<b>Always best available internet speed</b>	With Up Internet XL you can always get the best speed available at your address. Sunrise is permanently investing into the fixed and mobile network which results in better performance at customers premises. In with your current access better speed can be achieved you will automatically profit from that if your hardware allows. In case e.g. fiber access gets deployed in your apartment or a modem change is required to achieve the best speed you can always claim a free hardware exchange. In order to not cause interruptions, access changes will not automatically be initiated and will be done on customer request. Sunrise will periodically inform customers on network improvements.
<b>Sunrise mobile broadband</b>	If the network bandwidth over the landline network is insufficient, Sunrise may provide this service to customers over the mobile network instead (Sunrise mobile broadband, fixed wireless access). The hardware required to do so is intended for use at a single site and must not be used at a location other than the installation address on the order.
<b>Home installation</b>	CHF 199.– fixed price  Included: installer's travel times to and from customer, analysis of existing home installation, basic connection to network home junction box (UPK); if necessary, router installation (connection to power and phone outlets, router commissioning, connection configuration for one computer (via Ethernet, Wi-Fi, or a connection kit), connection of a maximum of two phone/fax devices, landline, Internet and Sunrise TV operational check, short introduction to Sunrise TV  Not included in the scope of services: Installation and laying of wiring of any kind, installation and assembly of TV screens and home cinemas, hardware accessories (such as ethernet cable and powerline connection kit)
<b>Service fees</b>	See <a href="#">price list service fees</a>
<b>Support</b>	Free technical phone support at 0800 707 707 (Mon. – Sat., 8:00 a.m. – 10:00 p.m., Sun. 9:00 a.m. – 10:00 p.m.)
<b>Components of the contract</b>	<ul style="list-style-type: none"> <li>• Sunrise General Terms and Conditions</li> <li>• Sunrise Special provisions for Internet, landline and TV</li> <li>• Sunrise mail Terms of Use</li> <li>• Customer Contract</li> <li>• Special promotional terms and conditions (if applicable)</li> </ul>
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