

## FAQ on the Sunrise Communications AG employee program (Freedom)

This document answers the most common questions about the exclusive employee program from Sunrise Communications AG.

**Please register for the program with your Groupe Vaudoise Assurances business email address.**

Phase	Question	Answer
Subscription	Where can I find information about the offer?	Information about the offer can be found on the company's information material, on Sunrise flyers or on the Sunrise <a href="#">home page</a> dedicated to employees.
	How many subscriptions can I take out at the corresponding rates?	Employees can purchase up to five mobile phone subscriptions. The applicable rate plans are listed in the flyer or on the Sunrise <a href="#">home page</a> .
	How do I participate in the program? What information is required?	There are three possibilities to participate in the program: <ol style="list-style-type: none"> <li>1. Call-back function: you will find the direct link to the <a href="#">Telesales</a> form on the home page. Then follow the instructions.</li> <li>2. Register for the program directly in <a href="#">My Sunrise</a> if you are already a Sunrise customer with one of the 3 Freedom packages offered (swiss unlimited, swiss neighbors, swiss europe&amp;US).</li> <li>3. Visit your nearest <a href="#">Sunrise Shop</a>. Telecom partners like mobilezone, Interdiscount, M-Electronics etc. are excluded.</li> </ol> Please indicate your business address when registering and provide proof of eligibility (certificate or letter of eligibility, salary slip, proof of employment)
	Where can I sign up for a contract?	At an official <a href="#">Sunrise Shop</a> or via the <a href="#">Telesales</a> form.
	How do the Employee Advantage offers work?	Each employee can purchase up to five mobile phone subscriptions. All the subscriptions are in the employee's name. With the transfer of the numbers, the account holder also becomes responsible for paying the monthly bills and receives the communication details. The account holder also gets access to the detailed bills if required.

	Is there an activation fee?	The activation fee of CHF 55.– (SIM card) is <b>free</b> for employees of Groupe Vaudoise Assurances.
	What is the duration of the contract?	The duration of the Mobile and Home contracts (Internet, landline and TV) is 12 months. However, if you opt for a one-time promotion, the duration of the chosen promotion will apply.
	Do I have to do anything with my current operator?	When changing operators, the information on the current contract (date and notice period) must be provided. Sunrise will take care of all other steps directly. There are no transfer costs. The transfer period can take up to 60 days, depending on the contractual basis.
	Will I still receive exclusive offers from Sunrise?	You will receive periodic attractive promotions on other Sunrise products.
	What does Sunrise offer to make my Home Office work easier?	Please check the current promotions for employees in the Home section (Internet, landline and TV) either on the current flyers or on the <a href="#">home page</a> . For any subscribed subscription, an extra SIM Surf will be offered to you to connect a second device (laptop, tablet, etc.) in shared connection with your mobile phone plan.
	I am a Sunrise customer with a device financing. Can I switch to this program?	Yes, only if you did not get the device on sale. Please inquire via our <a href="#">Telesales</a> form or at a <a href="#">Sunrise Shop</a> about the specific conditions of your contract.
	How can I obtain a device financing plan with 0% interest?	Any employee of Groupe Vaudoise Assurances can obtain a device financing plan. Please inquire via our <a href="#">Telesales</a> form or at a <a href="#">Sunrise Shop</a> about the specific conditions of your contract.
	I have a promotional package like «Flash Sales» or «Qoqa offer» - can I switch to this program?	No, you must upgrade when your contract expires. Please inquire via our <a href="#">Telesales</a> form or at a <a href="#">Sunrise Shop</a> about the specific conditions of your contract.
During the duration of the contract	Can I change the subscription or change the rate plan during the contract duration?	During the contract duration, the subscription can be changed based on the user's needs. A rate plan upgrade or downgrade can be done at any time directly in <a href="#">My Sunrise</a> if you are already a Sunrise customer with one of the 3 Freedom packages offered (swiss unlimited, swiss neighbors, swiss europe&US). The change

		is done within 48 hours and will be charged pro rata temporis.
	Is it possible to order data packages or other options?	You can order data packages or other options for a particular subscription in <a href="#">My Sunrise</a> if you are already a Sunrise customer with one of the 3 Freedom packages offered (swiss unlimited, swiss neighbors, swiss europe&US).
	How is the discount charged?	The discount is indicated for each number on the bill and deducted accordingly.
Free options	How can I get the 5G option for free?	5G is included for the europe&US subscription. For the swiss unlimited and swiss neighbors subscriptions, it is a paid option (CHF 10.– /month) that must be requested when subscribing. The option will then be activated and will be free. It is possible to activate it later.
	How can I obtain the extra SIM Surf for free?	For any subscription to a mobile phone plan, a free extra SIM Surf can be linked to the subscription. The request can be made later.
	Can the extra SIM Surf and 5G options be activated via <a href="#">My Sunrise</a> ?	Yes, just register with one of the Groupe Vaudoise Assurances email addresses and validate the products. The products will appear as 100% discounted (free) on your monthly bills.
Renewal	How do I renew my employee discount?	Before the end of the first 12 months, the account holder is prompted via SMS to renew the discount. In <a href="#">My Sunrise</a> , you can renew for another 12 months using your business e-mail address.
	What happens if I forget to renew my subscription at the end of the contract duration?	If the two SMS messages are not acknowledged, the discount for the corresponding number expires. The contract between Sunrise and the employee will continue, but the official standard subscription price will be charged. The contract can be terminated at the end of the next month.
Cancellation	What happens if I leave the company?	The discount is valid until you apply for renewal. If the customer no longer works for the company at that time and therefore no longer has a business e-mail address, the authentication for renewal cannot be carried out and any applicable discounts expire at the end of the 12 months. The subscription continues at the end of the 12-month discount duration under the normal conditions. In this case, we recommend that you contact us as soon as possible so that we can offer you other

		options. The contract can be canceled at the end of the next full month.
	Can I cancel my contract early even if my employment contract is not terminated?	In principle yes, but an early cancellation fee will be charged. The cancellation fee will be calculated according to the amount of the normal subscription (without discount) multiplied by the number of remaining months. For example, if you have 3 months left of your Freedom swiss unlimited contract at CHF 19.– /month, the remaining amount due will be $65 \times 3 = \text{CHF } 195.–$ (CHF 65.– being the standard price of the Freedom swiss unlimited subscription).
Support	Technical and administrative support:	<b>Hotline number: 0800 707 707</b> At the start of the call, the agent will identify the account holder with a procedure that uses personal information.