

Freedom swiss neighbors

The flexible mobile subscription for Switzerland and its neighboring countries Germany, France, Italy, Austria, Liechtenstein. Without minimum duration.

- Calls and SMS/MMS:
 - Unlimited in Switzerland
 - Unlimited from Switzerland to neighboring countries
 - Unlimited in neighboring countries (roaming)
- Surfing:
 - Unlimited in Switzerland with High Speed
 - Unlimited in neighboring countries, including 40 GB high speed

Mobile subscription

Costs	
Basic monthly fee	As shown on current price lists
Activation fee, including SIM	See price list for service fees
Mobile Internet in Switzerland	
Data volume	Unlimited
Maximum speed	5G network (high speed) 700 Mbit/s (download) and 300 Mbit/s (upload)
Note	The transmission speeds listed represent optimal performance and are not guaranteed. Actual Internet speed depends on factors such as topography, network coverage, distance to the transmission tower, signal strength inside/outside buildings, or other factors and may be slower than the specified maximum Internet speed. Excessive use of mobile network services can impair network performance which has a direct effect on other mobile network customer's user experience. In order to prevent this situation, Sunrise will temporarily deprioritize data traffic of customers who reach a certain limit value. This generally only becomes noticeable when carrying out more data-intensive activities and only on antenna cells that are temporarily overloaded. More information you will find on our website.
Calling in Switzerland	
Calls	Calls to special numbers (e.g. 084x, 090x, 18xx), short numbers, and value-added services are excluded from the unlimited volume.
SMS, MMS to all Swiss networks	Unlimited
Incoming calls	Free
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): Same rate for shared cost numbers, regardless of the location in Switzerland from which the phone call is made, at most 7.5 cents per minute (plus VAT, maximum cost for a domestic connection to a landline network). Final amount per call is rounded to 10 cents.
Blocking value-added service numbers	Chargeable value-added numbers (090x numbers) can be blocked on request.
Toll-free numbers	0800: Calls to these numbers are free

	Calling in Switzerland
Call forwarding	To the Sunrise mailbox free of charge. Otherwise you will be charged the amount due if you call the forwarding number from your own phone.
Listening to voice messages	Free
Storage of voicemails	15 days
Call billing increments	By the minute. Every partially used minute will be charged as a full minute.
Connection setup fee	None

	Calling to foreign countries (international)
Calls to neighboring countries	Unlimited and free in the following countries: Austria, France, Germany, Italy, Liechtenstein. Overseas territories of the countries listed are not included. Calls to special numbers, short numbers, and premium rate services are excluded. Other countries of the world at the standard rate.
Calls to other countries of the world at standard rates	The prices depend on the country called. If the subscription concerned does not have credit or the credit has been used up, foreign calls will be charged at the standard rate. See price list for calling foreign countries
SMS/MMS to foreign countries	Unlimited and free of charge in all countries of the world.
Call billing increments	By the minute. Every partially used minute will be charged as a full minute.
Connection setup fee	None
Special and short numbers	Connections to special numbers, short numbers, and value-added services abroad are excluded from the standard rate and included calling time credit. These connections may be charged at a higher rate. Depending on the country and provider, calls made to special and short numbers while traveling abroad can incur high costs. See international VAS number price list.
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 these numbers are marked as being provided free of charge.
Calls to subscribers through a satellite connection	Calls made from Switzerland to participants with a mobile phone number who are on a cruise ship, for example, where the call is connected through satellite are charged the normal Swiss domestic rate. The subscriber receiving the call will pay the satellite roaming rate for the incoming call (see roaming price list).
Calls to subscribers with a satellite number	Calls made from Switzerland to a satellite number (e.g. with area code 0087 or 0088) are charged at higher per-minute rates of up to about CHF 16.00 depending on the satellite network used.
Call forwarding abroad	Calls forwarded to a foreign phone number will be charged at the standard rate for phone calls made to foreign numbers.

Calls and mobile Internet abroad (roaming)	
Mobile Internet in neighboring countries	Unlimited data volume of that, 40 GB with maximum possible high speed in the neighbouring countries of Switzerland, after that with reduced speed (download 256 kbits, upload 128 kbits). Exceptions are overseas territories, connections to special numbers and via satellite (airplane, boat). A speed of 256 kbit/s is sufficient for the use of basic Internet features such as e-mail, messaging, and surfing. Audio or video streaming may take longer to buffer than usual. Websites containing large files may take longer to load. The maximum possible speed (high speed) depends on the mobile network in the foreign country. 4G high speed is not available everywhere. A list of countries/roaming partners can be found at sunrise.ch/en/roaming
Calls within a neighboring country	Unlimited Calls to special numbers, short numbers, and added value services are excluded. Other regions and countries at the standard roaming rate.
Calls from a neighboring country to Switzerland	Unlimited Calls to special numbers, short numbers, and added value services are excluded. Other regions and countries at the standard roaming rate.
Calls from a neighboring country to another country	Unlimited Calls to special numbers, short numbers, and added value services are excluded. Other regions and countries at the standard roaming rate.
SMS/MMS to a neighboring country	Unlimited
Incoming calls to a neighboring country	Free Other regions and countries at the standard roaming rate.
Calls from a neighboring country to another country in the world	Prices at the standard roaming rate
Mobile Internet in other countries of the world	Prices at the standard roaming rate
Neighboring countries	Austria, France, Germany, Italy, Liechtenstein. Overseas territories of the countries listed are not included.
Roaming overview – cost protection	- Data roaming at the standard rate is deactivated by default. - Call roaming (calls, SMS) at the standard rate is activated by default. - Calls made to the Sunrise mailbox are free worldwide.
Activation and deactivation of roaming at the standard rate	Data roaming at the standard rate (billed according to MB usage) is deactivated by default when abroad and can be activated in the Roaming Cockpit. - Call / SMS roaming are activated by default when abroad.
Sunrise Cockpit	With the Sunrise Cockpit, you're always in control of your costs while abroad. The Sunrise Cockpit is free to use around the world and offers the following functions: - Information on installed roaming options - Purchase attractive roaming options - Manage roaming settings - Disable roaming - Allow or block calls and SMS on ships and airplanes - Activate and deactivate data roaming at the standard rate - Choose to receive/not receive roaming SMS info notifications Adjust roaming cost limit

Calls and mobile Internet abroad (roaming)	
Standard roaming rates	Usage-based prices depend on the country in which you are located (regions 1-3). Billing is based on MB usage. If the relevant subscription does not have any credit or data, or if it has been used up, the following services will be charged at the standard roaming rate: – Outgoing calls – Incoming calls – SMS – Mobile Internet and data usage See roaming price list. Data roaming packages are recommended in order to keep costs down.
Call billing increments	Charged by the second, with rounding to the next 10 centimes per call Exception: Outgoing calls will incur costs equivalent to at least a 30-second call, even if they are shorter.
Connection setup fee	None
Special and short numbers	Calls made to country-specific special numbers, short numbers, or value-added services while abroad may be charged at a higher rate. Such calls are not part of any available included calling time credit.
Toll-free numbers	Calls made from the country of travel to «toll-free numbers» in the same country or in another country are charged at a higher rate, just like special numbers, and are not part of any available included calling time credit.
Satellite roaming	Roaming via satellite connections, such as on airplanes and cruise ships, is charged at higher rates. Satellite connections only support calls/SMS. Data roaming is blocked.
Call forwarding	When a call is forwarded from abroad (e.g., to a landline connection in Switzerland), both the incoming call and the forwarded outgoing call are charged at the standard roaming rate.
Forwarding to Sunrise mailbox	Free Deactivate mailbox: #145# Activate mailbox: *145#
Listening to voice messages	Calls made from abroad to the Sunrise mailbox in order to listen to voice messages are charged at the standard roaming rate.
Hierarchy of roaming credit and options	If several roaming credits or roaming options are in place during a stay abroad, they will be used and billed in the following order: 1. Data volume of an activated travel data unlimited option (valid for one month) 2. Data volume of an activated travel days option (valid for one 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, with rounding to the nearest 10 centimes per session.

Calls and mobile Internet abroad (roaming)	
Roaming cost control	Every time you travel abroad, you will automatically receive an SMS to inform you of the applicable roaming rate. Receipt of this SMS can be turned 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 that are included in a subscription or a roaming option («roaming included»). To enable roaming that's not already included, an individual monthly cost limit must be set up in the Roaming Cockpit or My Sunrise. When 50% and 100% of the established limit is reached, a notification will be sent by SMS for cost control purposes. Once the cost limit has been reached, roaming will be 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) can also be used worldwide without a cost limit. The roaming cost limit includes the roaming costs incurred within one calendar month, excluding any fees for roaming options or roaming data packages.
Contract duration	
Activation	The subscription is activated on the day you register or on the scheduled date if the number is being ported.
Contract without minimum duration, Cancellation	No minimum duration. The subscription can be cancelled at the end of each month with a notice period of 60 days.
Contract with minimum duration, Cancellation	Certain offers may be subject to a minimum contract duration. The terms and conditions of the offer shall apply. The mobile phone contract can therefore be terminated subject to 60 days' prior notice to the end of the minimum contract duration. After expiration of the minimum contract duration, the contract can be terminated at the end of each month subject to 60 days' prior notice.
Costs of early cancellation	If the contract is terminated before reaching the minimum contract duration, the recurring monthly basic charges of the remaining period must be paid in full. The amount of the monthly recurring basic fees is determined based on the usual basic fee of the respective subscription plus any promotion surcharges, provided that different conditions do not apply to the offer concerned. Once the minimum contract duration is over, and for contracts without a minimum duration, the customer may cancel their contract without observing the regular notice period by paying the basic monthly fees up to the end of the regular termination date, plus an additional CHF 100.00.
Cancellation contact	The termination of the subscription must be done either over the phone or via Sunrise Chat. Visit sunrise.ch/cancellation for more details. Terminations submitted in a letter or e-mail are not considered valid. For terminations with phone number porting, written notice of termination will still be accepted as long as the new provider submits it electronically on behalf of the customer within the context of the porting process. Termination over the phone - From within the country: 0800 100 600 (free of charge) - From another country: +41 58 777 01 01 Termination via Sunrise Chat. - The link to the chat is available on sunrise.ch/cancellation

Contract duration	
Switching subscriptions	For all subscriptions, it is possible to switch to a subscription with a higher basic monthly fee free of charge at any time. As a general rule, switching to a subscription with a lower basic fee is possible from the following month. During the minimum contract duration, it is only possible to switch to a subscription with a lower basic fee by paying a buy out fee. After the minimum contract duration has ended, such a switch is free of charge. With certain offers, a switch to a subscription with a lower basic fee will not be possible, or will be associated with additional costs. The terms and conditions of the offer apply. If a subscription switch takes place within one month, the services included in the previous and new subscription are billed pro rata.
Billing	The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until the option is canceled. If you register or change a mobile subscription during a current billing month, the monthly basic fee and the included services (minutes, SMS, MB, etc.) will be charged pro rata.
Miscellaneous	
Price adjustment	Sunrise may adjust the price for each service once per calendar year in line with inflation. The price increase is based on the Federal Statistical Office's Consumer Price Index (CPI) (CPI basis December 2020 = 100 points). The initial index is the CPI status as of January 1, 2024. If Sunrise chooses not to make a price adjustment for a service in a given calendar year, the right to do so will not expire in the following years. In the event of an inflationary price adjustment, the customer is not entitled to an early cancellation of the service.
Included volume	Any part of your included data and calling quota that is not used in a specific billing period will expire and will not be carried forward to a subsequent billing period.
Service fees	See price list for service fees
Wi-Fi Calling	When there is weak reception in your residence, Wi-Fi Calling will improve reception for mobile calling. More information: sunrise.ch/wificalling
Device plan	One device can be purchased with each subscription with a down payment starting at CHF 1.– and 24 monthly installment payments, with no interest and no extra charges. With the We Connect extra SIM surf option, a second device can be purchased together with a subscription.
Sunrise network coverage	See network coverage map .
Set-up/Personalization	At sunrise.ch/help you can find useful information and other options for your product, like how to set up your product, call forwarding, number suppression, and tips for the security of your product.
Support	Free technical phone support at www.sunrise.ch/en/contact
Contract components	- Contract for mobile phone services - Provisions for proper use of mobile Internet - Special provisions for mobile phone services - General Terms and Conditions All documents are available at www.sunrise.ch/gtc
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