



Q&A on the Sunrise «Benefit Program» (Up)

This document answers the most important questions related to the exclusive Sunrise «Benefit Program».

Phase	Question	Answer
Onboarding	Where can I find information on the «Benefit Program» offers?	Information on the offers can be found on the company's information channel (Intranet), on Sunrise flyers or on the Sunrise landing page for employees.
	How many subscriptions can I take out at the corresponding rates in the «Benefit Program»?	Employees residing in Switzerland are entitled to a specific number of mobile subscriptions. You can find the exact number of subscriptions and the available rate plans on the Sunrise flyers and on the landing page (your company's Intranet).
	How can I participate in the «Benefit Program»? What information is required?	<p>There are four ways to participate in the «Benefit Program»:</p> <ol style="list-style-type: none"> 1. Using the online landing page where you found this document. 2. Call-back service: The landing page has a link that takes you directly to the Telesales form. From there, complete the steps as described. 3. Existing Sunrise customers can participate in the «Benefit Program» directly via their «My Sunrise» customer account, provided they already have one of the products on offer. 4. Visit your nearest Sunrise shop. The landing page contains the link to all Sunrise shops in Switzerland. It is not possible to take out a contract with telecommunications partners such as mobilezone, Interdiscount, M-Electronics, etc. <p>Your business e-mail address is required to conclude a contract. Alternatively, you can also conclude the contract with the help of the form «Proof of Eligibility for the Employee Program» («Nachweis für das Mitarbeiterprogramm») or with your badge.</p>
	Where can I conclude a contract for the «Benefit Program»?	In an official Sunrise Shop, online on the landing page or by using the call-back service.



	Are family members also entitled to the offers in the «Benefit Program»?	Every employee is entitled to a certain number of mobile subscriptions as agreed with the company. All subscriptions are taken out in the name of the respective employee. Once the numbers are transferred, the account holder also assumes responsibility for settling the monthly bills and receives all call details. The account holder also receives access to detailed bill breakdowns.
	Will an activation fee be charged in the «Benefit Program»?	The usual activation fee (SIM card) for new customers (CHF 55.–) will be charged, unless otherwise communicated by Sunrise.
	What is the contract duration in the «Benefit Program»?	The contract duration for Mobile and Home contracts (Internet, landline and TV) is a minimum of 12 months. When selecting a promotion, the contract terms apply.
	Do I need to get in touch with my current provider?	If you're switching providers, you will need to provide the details of your current contract (including the cancellation date). Sunrise will take care of the rest. You will not incur any transfer costs. Depending on the contractual conditions, it can take up to 60 working days to complete the transfer.
	Will I receive additional exclusive offers from Sunrise?	You can always find the latest information about other exclusive offers on the landing page.
	Will Sunrise also support me when I work from home?	Yes! To learn more about current employee promotions for Home products (Internet, landline and TV), please refer to the current flyer or the landing page.
During the contract period	Can I make changes to the subscription or switch my rate plan during the contract duration?	The product can be tailored to the needs of the user during the contract period. You can switch (upgrade/downgrade) to a lower or higher rate plan at any time, directly in My Sunrise.
	Can I purchase data packages or other options?	Additional options or packages for the respective subscription can be purchased via My Sunrise.
	How is the discount applied in the «Benefit Program»?	The discount is deducted from the main number; the additional mobile subscriptions are discounted by 50% on the bill.
Renewal	How can I renew my employee discount?	Before the first 12 months are over, the account holder will receive an SMS requesting that they renew their discount. You can extend your discount for another 12 months in My Sunrise using your business e-mail address or the «Proof of Eligibility for the Employee Program» form.



	What happens if I forget to authenticate myself?	If you do not respond to either SMS, the discount for the respective number will lapse. The contract between Sunrise and the employee will continue, but from that point on, the official subscription rate will be charged.
Leaving the company	What happens if I leave the company?	The discount will remain active until you receive the renewal request. If you are no longer employed by the company at this time and therefore no longer have a business e-mail address (or access to the form «Proof of Eligibility for the Employee Program» or the badge), it will not be possible to perform the authentication process for the renewal, and the discount(s) will expire at the end of the 12-month period. After the 12-month discount period has expired, the subscription will continue under our standard terms and conditions. In this case, we recommend that you contact us in advance so that we can offer you other options.
	Timely cancellation/number porting	The contract (Mobile as well as Internet, landline and TV) can be canceled with a notice period of 60 days to the end of each month or ported to another provider, as long as the contract duration has been observed.
	Can I cancel my contract in the «Benefit Program» early, even if I'm not leaving the company?	In principle, yes, but a fee will be charged for early cancellation. The cancellation fee is calculated by multiplying the regular subscription fee (without discount) by the number of remaining months.