

Q&A on the Sunrise UPC LLC employee program (Freedom)

This document answers the most important questions concerning the exclusive Sunrise UPC LLC employee program.

Phase	Question	Answer
Onboarding	Where can I find information about the offer?	Information on the offer is available on the company's information channel, on Sunrise flyers or on the Sunrise landing page for employees (link).
	How many subscriptions can I sign up for at the respective rates?	Employees residing in Switzerland are entitled to up to five mobile subscriptions. The rate plans listed on the Sunrise flyers and landing page apply.
	How can I participate in the program? What information is required?	There are three ways to participate in the program: <ol style="list-style-type: none"> 1. Call-back function: The landing page features a link that takes you directly to the Telesales form. From here, complete the steps as described. (Telesales link) 2. Existing Sunrise customers with products featured in the program and a business e-mail address can participate directly via their My Sunrise customer account. 3. Visit your nearest Sunrise Shop (shop finder link). It is not possible to conclude a contract with telecommunications partners such as mobilezone, Interdiscount, M-Electronics, etc. An employee ID or business e-mail address is required to conclude the contract.
	Where can I conclude a contract?	At an official Sunrise Shop (shop finder link) or via the Telesales form (Telesales link)
	How do the Friends and Family offers work?	Every employee is entitled to up to five mobile subscriptions. All subscriptions are in the name of the 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 the detailed invoices.
	Is there an activation fee?	The usual activation fee (SIM card) for new customers (CHF 55.–) applies.
	How long is the contract duration?	The contract duration for Mobile and Home contracts (Internet, landline and TV) is 12 months. Unless you opt for a promotion. In this

		case, the duration of the selected promotion applies.
	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 all remaining steps. You will not incur any transfer costs. Depending on the contractual conditions, it can take up to 60 working days to complete the transfer.
	Does Sunrise also offer home office support?	Please take a look at the current employee promotions for Home products (Internet, landline and TV), which can be found on the current flyers or the landing page.
During the contract duration	Can I make changes to the subscription or switch my rate plan during the contract duration?	During the contract duration, the offer can be tailored to the needs of the user. 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 settled?	The discount will be listed on the bill for each number and deducted accordingly.
Renewal	How can I renew my employee discount?	Before the first 12 months have elapsed, the account holder will receive an SMS requesting that they renew their discount. You can renew the discount for another 12 months in My Sunrise by entering your business e-mail address. If you don't have a business e-mail address, you can renew the discount at any Sunrise Shop by presenting your employee ID.
	What happens if I forget to authenticate myself?	If you do not respond to the SMS messages, the discount for the respective number will lapse. The contract between Sunrise and the employee will continue, but from then on the official standard subscription rate will be charged and must be settled.
Cancellation	What happens if I leave the company?	The discount will remain in place until you receive the renewal request. If the customer is no longer employed by the company at this time and therefore no longer has a business e-mail address, they will be unable to complete the authentication process for the renewal and the discount(s) will expire at the end of the 12 months. After the 12-month discount period has expired, the subscription will continue under regular conditions. In this case, we recommend

		that you contact us in advance, so that we can offer you other options.
	Can I cancel my contract early even if my work contract has not been terminated?	In principle, yes, but a fee will be charged for early cancellation. The cancellation fee is calculated by multiplying the regular subscription fee (without the discount) by the number of remaining months.