

Q&A about Employee Program for customers in the We portfolio

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?	You can find information about the offer from the company information channel, from Sunrise flyers or through the Information Portal for companies and organizations participating in Sunrise employee programs.
	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?	<p>There are three ways to participate in the program:</p> <ol style="list-style-type: none"> 1. Call-back service: The Information Portal includes a link that takes you directly to the Telesales form. You can apply for all products through Telesales. 2. Visit a Sunrise Shop near you. It is not possible to conclude a contract with telecommunications partners such as mobilezone, Interdiscount, M-Electronics etc. 3. Existing Sunrise customers can install and manage their discounts directly from My Sunrise. You can find instructions on how to do this in the Information Portal under the heading Help at the bottom of the page. <p>In order to verify your identity when signing up for a new plan or installing discounts, you will need your business e-mail address or alternatively the «Proof of Eligibility for the Employee Program» form.</p>
	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 will also have access to the detailed invoices.
	How long is the contract duration?	The contract duration for Mobile and Home contracts (Internet, landline and TV) is 12 months, unless you choose a promotional offer. In this case, the duration of the selected promotion will 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 all 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.
	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 employee program Information Portal.
During the contract period	Can I make changes to the subscription or switch my rate plan during the contract period?	The offer can be tailored to the needs of the user within 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 will the employee discount be calculated?	The employee discount will be listed on the bill for each number and deducted accordingly.
Renewal	How can I renew my employee discount?	Before the end of the first 12-month period, 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 both SMS messages, the discount for the respective number will lapse. The contract between Sunrise and the employee will continue, but from that point on, the official standard subscription rate will be charged.
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 or access to the «Proof of Eligibility for the Employee Program» form, 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 our 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 I do not leave 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.
Change from UPC to Sunrise	What do I have to do if I am currently a UPC customer and want to switch to Sunrise in the employee program?	<p>Sunrise and UPC have been a joint company Sunrise UPC GmbH since 2021. However, there are still both brands on the market.</p> <p>Switching from UPC to Sunrise can be done either directly on site in the Sunrise Shop or by registering for the Phone consulting. Please follow the usual order process.</p> <p>Link order process</p>