

Business europe & US

The flexible mobile subscription for Switzerland, almost all European countries, the USA and Canada (Region 1)

- Calls and SMS/MMS:
 - unlimited in Switzerland
 - unlimited from Switzerland to Region 1
 - unlimited in Region 1 (roaming)
- Surfing at high speed with 5G:
 - unlimited in Switzerland
 - unlimited in Region 1 countries, of which with 40 GB High Speed (roaming)



Mobile subscription

	Costs
Basic monthly fee (without discounts)	Individual
Activation fee incl. SIM	CHF 55.00
Options activated by default	extra SIM Business (included in this mobile subscription: 3) Free additional SIM card with mobile internet for laptops, tablets, etc. The extra SIM Business uses the included services of the underlying mobile subscription.
	Mobile Internet in Switzerland
Data volume	Unlimited
4G+ high speed data	Unlimited
Maximum speed	5G network up to 2 Gbit/s (download) and 300 Mbit/s (upload)
Data billing increments	In 20 KB increments. Every partially used unit will be billed as a full unit.
Note	The listed transmission speeds 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. Local and temporary priority and speed reduction measures in the context of network management may occur.

Calls in Switzerland	
Calls to Sunrise mobile phones	Unlimited except calls to special numbers (084x, 090x, 18xx, etc.), short numbers and value-added services.
Calls to other Swiss mobile networks	Unlimited except calls to special numbers (084x, 090x, 18xx, etc.), short numbers and value-added services.
Calls to all Swiss landlines	Unlimited except calls to special numbers (084x, 090x, 18xx, etc.), short numbers and value-added services.
SMS, MMS to all Swiss networks	Unlimited
Incoming calls	Free
Special and short numbers	<p>Calls to special and short numbers are charged at special rates. See www.sunrise.ch/specialnumbers.</p> <p>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). The final cost per call is rounded up to the nearest multiple of 10 cents.</p>
Blocking value-added service numbers	Chargeable value-added numbers (090x or 0906 numbers) can be blocked on request.
Toll-free numbers	0800: Calls to these numbers are free
Call forwarding	To the Sunrise Mailbox free of charge. Otherwise you will be charged the connection fee that would be due if you called the forwarding number from your own phone.
Listening to voice messages	<p>Free</p> <p>If needed, the recorded message can also be sent as a voice file to an e-mail address. Activation: Send an SMS to 935 with the text: MSG2MAIL maxmuster@sunrise.ch Deactivation: Send an SMS to 935 with the text MSG2MAIL STOP.</p>
Storage voice messages	15 days
Call billing increments	By the minute. Every partially used minute will be charged as a full minute.
Connection setup fee	None

Calls to foreign countries (international)	
International calls	<p>Unlimited and free of charge from Switzerland to the countries of Region 1.</p> <p>Connections to special numbers, short numbers and value-added services abroad are not included in the standard rate and calling time credit. These connections may be charged at a higher rate.</p> <p>For connections to other countries in the world, standard international tariffs apply.</p>
Region 1 country list	See www.sunrise.ch/regioncountrylist .
Calls to other countries – standard rates	<p>Calls to other countries depend on the destination country. As far as no call credit or the call credit is used up, standard international tariffs apply.</p> <p>See www.sunrise.ch/internationalcalls.</p>
SMS/MMS to foreign countries	Unlimited and free of charge to any country in 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	<p>Connections to special numbers, short numbers and value-added services abroad are not included in the standard rate and calling time credit. These connections may be charged at a higher rate.</p> <p>Depending on the country and provider, calls made to special and short numbers while traveling abroad can incur high costs.</p> <p>See www.sunrise.ch/vaspricelist.</p>
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 when these numbers are marked as free of charge.
Calls to subscribers through a satellite connection	Calls from Switzerland to subscribers with a mobile phone number who, for example, are on a cruise ship where the call is connected by satellite, are charged at the normal Swiss domestic rate. The subscriber receiving the call will pay the satellite roaming rate for the incoming call (see www.sunrise.ch/roamingpricelist).
Calls to subscribers with a satellite number	Calls from Switzerland to subscribers with a satellite number (for example, 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 to foreign numbers.
Calls and mobile Internet abroad (roaming)	
Mobile Internet in Region 1	<p>Unlimited data volume of that, 40 GB with maximum possible high speed in the relevant roaming country, after that with reduced speed (download 256 kbits, upload 128 kbits).</p> <p>Exceptions are overseas territories, connections to special numbers and via satellite (airplane, boat).</p>

	Calls and mobile Internet abroad (roaming)
Calls within a country in Region 1 (local calls)	Unlimited Calls to special numbers, short numbers and value added services are excluded. Other regions and countries at the standard roaming rate.
Calls to Switzerland from a country in Region 1	Unlimited Calls to special numbers, short numbers and value added services are excluded. Other regions and countries at the standard roaming rate.
Calls from a country in Region 1 to another country in Region 1	Unlimited Calls to special numbers, short numbers and value added services are excluded. Other regions and countries at the standard roaming rate.
Calls from a country in Region 1 to another country in the world	Prices according to the www.sunrise.ch/roamingstandardrates .
Calls from another country in the world to Region 1 or Switzerland.	Via Wi-Fi Calling unlimited Without Wi-Fi Calling: Prices according to the www.sunrise.ch/roamingstandardrates .
SMS/MMS in Region 1	Unlimited
Incoming calls in Region 1	Free Other regions and countries at the standard roaming rate.
Mobile Internet in other countries	Prices according to the www.sunrise.ch/roamingstandardrates .
Roaming overview cost protection	Region 1 - Call roaming (calling, SMS, MMS) at the standard rate is deactivated by default. Region 2-3 - Data roaming at the standard rate is deactivated by default. - Call roaming (calling, SMS, MMS) at the standard rate is deactivated by default. All regions - Incoming voice messages to the Sunrise Mailbox are free worldwide. - Attractive roaming data packages.
Activation and deactivation of roaming at the standard rate	Data roaming at the standard rate (billing according to MB used) is deactivated abroad by default and can be activated in the Roaming Cockpit. Calling and SMS roaming abroad are activated by default.
Roaming Restriction	This subscription is intended for normal personal use in Switzerland and may not be used over a longer period predominantly or exclusively abroad or given to users abroad.

Calls and mobile Internet abroad (roaming)	
Roaming Cockpit	<p>The Roaming Cockpit is available via: cockpit.sunrise.ch (free access worldwide). The Cockpit offers the following features:</p> <ul style="list-style-type: none"> - Roaming settings <ul style="list-style-type: none"> o Activate or deactivate the Sunrise mailbox while abroad o Allow or prevent calls, SMS and data connections on ships and airplanes o Activation and deactivation of roaming at the standard rate o Enabling or disabling receipt of roaming information SMS - Cost control limit for data roaming - Information about installed data packages - Information about used data credit - Purchasing attractive roaming options (effective immediately or in advance on a specific activation date) - Roaming standard rates <p>For business customers, specific settings can be blocked by the company so the user cannot change them in the Roaming Cockpit (cost protection limits, activation/deactivation of standard rate roaming, travel day pass option).</p>
Region 1 country list	See www.sunrise.ch/regioncountrylist .
Roaming standard rates	<p>The usage-based fees depend on the country where you are located (Regions 1-3). If the subscription does not have any credit or data package, or if this has been used up, the following services will be charged at the standard roaming rate:</p> <ul style="list-style-type: none"> - Outgoing calls - Incoming calls - SMS/MMS - Mobile Internet or data usage <p>See www.sunrise.ch/roamingstandardrates.</p> <p>Roaming data packages are recommended to keep costs down.</p>
Roaming hierarchy – credits and options	<p>If several roaming volume credits or roaming options are available during a stay abroad, they will be used in the following order:</p> <ol style="list-style-type: none"> 1) Travel data roaming option – if activated. 2) Travel days roaming options 3) Roaming credit in the mobile subscription (e.g. business mobile Swiss neighbors) 5) Travel data roaming option – if installed and not previously activated. 6) Travel day pass data option – if installed 7) Roaming at the standard rate, billed according to used MB – if activated.
Call billing increments	By the minute. Every partially used minute will be charged as a full minute.
Connection setup fee	None
Hierarchy of calling/SMS balance	<p>If several roaming calling balance options are available while you are abroad in Region 1, they will be used up in the following order:</p> <ol style="list-style-type: none"> 1. Volume from an activated travel days option 2. Volume from the mobile subscription 3. Volume from another activated roaming option

Calls and mobile Internet abroad (roaming)	
Special and short numbers	Calls abroad made to special numbers, short numbers or value added services typical for the respective country may be charged at a higher rate. Such calls are not included in the available discretionary calling time credit.
Toll-free numbers	Calls made in a foreign country to a toll-free number in the same foreign country or from another country and special numbers are charged at a higher rate and are not included in the available discretionary calling time credit.
Satellite roaming	Roaming over satellite connections, such as on airplanes and cruise ships, is charged at higher rates. Only satellite connections via Call/SMS/MMS are possible. Data roaming is blocked.
Call forwarding	When a call is forwarded from abroad (for example, 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 to the Sunrise mailbox from abroad to listen to voice messages are charged at the standard roaming rate.
Data billing increments	Region 2: in 100 KB increments Region 3: In 20 KB increments Increments are billed per session.
Roaming cost control	<p>Every time you go abroad, you will automatically receive an SMS informing you of the applicable roaming rate. Receipt of roaming info SMS can be enabled or disabled in the Roaming Cockpit or in My Sunrise.</p> <p>The Sunrise data alert is activated by default with a monthly cost limit of CHF 300. The limit can be changed or deactivated in the Roaming Cockpit or in My Sunrise. When half of the limit is reached, an SMS info is sent for cost control purposes. Once the cost limit is reached, roaming data traffic will be blocked until the end of the month.</p> <p>Canceling the block on the current month: Send a (free) SMS to 3310 with the text "UNBLOCK"</p> <p>The Sunrise data alert for the roaming cost limit includes the roaming data costs accrued within one calendar month without the charges for roaming options or roaming data packages.</p> <p>The roaming cost limit includes the roaming data costs accrued within one calendar month. Under certain conditions and depending on the country where you are surfing the Internet, there may be a time delay between the generated roaming volume and when the alert SMS is sent or data usage is blocked.</p>
Contract duration	
Activation	The subscription is activated on the day you register or on the scheduled date if the number is being ported.

Contract duration											
Minimum duration	12 or 24 months										
Cancellation	<p>The subscription can be canceled at the end of the minimum duration, with a notice period of 60 days. After expiration of the minimum contract duration, the subscription can be terminated at the end of each month subject to 60 days' prior notice.</p> <p>If this contract is canceled before the minimum contract duration is reached or without complying without the notice period, additional charges will be assessed. If the contract is cancelled before the minimum contract duration is reached, then the total recurring monthly basic charges for the remaining contract period will be due immediately. If the contract is canceled after expiration of the minimum contract duration, but without observation of the notice period, an administrative fee of CHF 100.- will be due.</p>										
Switching subscriptions	You can switch between any Business Mobile subscription (swiss start, swiss calls and swiss unlimited, neighbors, europe & us, world) at any time free of charge as long as you are upgrading (switching to a subscription with a higher basic fee). You can only downgrade (switch to a subscription with a lower basic fee) by paying a migration fee.										
Billing	<p>The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until cancellation. If you register during a billing month, the basic monthly fee will be charged on a prorated basis.</p> <p>In the first bill month, in addition to the basic fee for the current bill month, the basic fee for the second month is charged. The subsequent bills contain the basic fee for the following month (invoicing in advance).</p> <p>Usage of services not included in the basic fee will always be billed retrospectively for the previous month.</p>										
Miscellaneous											
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.										
Replacement SIMs	CHF 55.00 to replace a SIM or to obtain a SIM in a new format.										
Wi-Fi Calling	When there is weak reception in your home, Wi-Fi Calling improves reception for mobile calls. Billing is analogous to national calls (see above). More information: www.sunrise.ch/wificalling .										
Devices	With a "device included" subscription, a mobile phone or tablet can be purchased at a reduced price as low as CHF 1.00. Your customer representative will provide you an overview of available devices and prices.										
Sunrise network coverage	See www.sunrise.ch/networkcoveragemap .										
Available options	<table> <tr> <td>Travel days options</td><td>More affordable calling and surfing abroad</td></tr> <tr> <td>travel data options</td><td>Surf abroad (roaming) for less money</td></tr> <tr> <td>Travel voice options</td><td>More affordable calling abroad</td></tr> <tr> <td>my country options</td><td>Unlimited calling in the country of your choice</td></tr> <tr> <td>extra SIM Business</td><td>Surf with a second device</td></tr> </table>	Travel days options	More affordable calling and surfing abroad	travel data options	Surf abroad (roaming) for less money	Travel voice options	More affordable calling abroad	my country options	Unlimited calling in the country of your choice	extra SIM Business	Surf with a second device
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	Miscellaneous
Set-up/Personalization	At www.sunrise.ch/helpsectionbusiness 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	<ul style="list-style-type: none">- General questions: Please contact your personal advisor or call 0800 555 554.- Technical phone support at 0800 550 020
Contract components	<ul style="list-style-type: none">- Individual contract (if available)- Special provisions for mobile phone services (if available)- General Terms and Conditions for business customers (if no individual contract)
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