

Frequently asked questions (FAQs) about the Sunrise Welcome Bonus

What is the Sunrise Welcome Bonus?

The Welcome Bonus comprises:

A 40% discount on the monthly base fee of a mobile subscription (all Freedom SIM-only plans eligible) during 12 months when customers sign up for a new subscription, provided they already have a Sunrise internet subscription or sign up for a new one (Sunrise Home, Sunrise Office, Office Pro).

or

A 25% discount on the monthly base fee of a mobile subscription (all Freedom SIM-only plans eligible) during 12 months if the customer does not have a Sunrise internet subscription.

Who can benefit from the Sunrise Welcome Bonus?

Business customers with up to 50 employees are eligible for the discount when they sign a contract for one of the following mobile subscriptions: Freedom swiss start, Freedom swiss calls, Freedom swiss unlimited, Freedom swiss neighbors, Freedom europe&US.

Maximum of 49 subscriptions per business customer.

The discount applies as follows:

- Internet + Mobile: To benefit from the 40% discount, the customer also needs to have a Sunrise internet (Sunrise Home, Sunrise Office, Office Pro) product on the same bill (new or existing contract). Sunrise internet products can be obtained starting at CHF 50.00 per month.
- Mobile only: Customers who only have mobile product(s) and no Sunrise internet benefit from a 25% discount for 12 months.

What are the terms of this offer?

- Discount duration: The discount is granted towards the base fees of the relevant subscription for 12 months starting on the activation date. Once the 12-month period ends, the current pricing will be charged as listed on sunrise.ch. Customers with Sunrise internet continue to receive the 15% combo discount.
- Contract duration: There is no minimum contract duration. Changes within the mobile subscriptions can be made at any time. The 40% or 25% discount will be applied to the relevant rate. Terminations are possible at all times with a 2-month notice period and must be submitted by phone or chat (no written cancellations).
- Other: The combo discount (15% extra discount with internet) cannot be combined with the volume discount (10% for 3 or more mobile subscriptions) or any other offers. The offer is limited to 49 mobile subscriptions per business customer. This offer is valid from October 15th 2018 to December 19th 2018.

Which sales channels can I use to benefit from the welcome bonus?

- Online
- Order hotline: 0800 707 700
- All Sunrise shops: [Shop locations](#)

What do I need to do to take advantage of the Sunrise welcome bonus?

Sign up for a new subscription online, call us at 0800 707 700, or visit one of our shops.

Is there an activation fee for the mobile subscriptions?

No, there is no activation fee for mobile subscriptions. For internet and landline subscriptions, there is an activation fee of CHF 49.00 (except for online contracts)

Do I have to cancel the contract with my current provider?

If you wish to transfer your number to Sunrise, you must sign an authorization at the time you sign the contract with Sunrise that permits Sunrise to cancel your mobile subscription with your current provider and transfer your phone number to Sunrise. Sunrise will take care of everything else for you.

If you place your order online, you receive an online confirmation as well as an e-mail. If you receive your new SIM card by mail, you must sign a form you get from your mailman.

Components of the contract

- [General Terms and Conditions for business customers](#)
- [Special provisions for mobile phone services](#)