

## Sunrise Office pro

Sunrise Office pro is the flexible and needs-oriented Internet and landline network solution for small businesses.

### Sunrise Office pro overview

	Sunrise Office pro			
<b>Internet (3 profiles)</b>	Business internet start, Business internet comfort, Business internet max giga  Internet can also be purchased separately without voice.			
<b>Voice (3 variants)</b>	Basic voice, PBX cloud, PBX local  Prerequisite for voice products is a Sunrise Office pro Internet connection.			
<b>Options</b>	Internet options, voice options and general options			
<b>Product choices</b>	Internet + options	Internet + Basic voice + options	Internet + PBX cloud + options	Internet + PBX local + options

### Internet

	Internet services			
<b>Access technologies</b>	VDSL, Fiber For information about fiber optics and its availability visit <a href="http://sunrise.ch/fiber">sunrise.ch/fiber</a>			
<b>Delivery includes</b>	Sunrise Internet Box (on loan) Sunrise Internet box is delivered to the customer with basic configurations. The <b>customer</b> is <b>responsible</b> for the <b>Installation and individual configurations</b> of the Sunrise Internet Box.			
<b>Data traffic</b>	Unlimited			
<b>Download speed</b>	Business internet start ----- VDSL: 50 Mbit/s Fiber: 50 Mbit/s	Business internet comfort ----- VDSL: 200 Mbit/s Fiber: 200 Mbit/s	Business internet max giga ----- VDSL: N/A Fiber: 1 Gbit/s	
<b>Upload speed</b>	Business internet start ----- VDSL: 10 Mbit/s Fiber: 50 Mbit/s	Business internet comfort ----- VDSL: 40 Mbit/s Fiber: 200 Mbit/s	Business internet max giga ----- VDSL: N/A Fiber: 1 Gbit/s	
<b>IP address</b>	In addition, the Internet profile Business internet basic is available for Basic voice:  VDSL: 2/0.4 Mbit/s Fiber: 2/2 Mbit/s (Technology: Download/Upload speed)  1 public IP address: dynamic			

	Internet services
<b>Individual speed</b>	The transmission speeds listed represent peak performance and cannot be guaranteed. The actual Internet speed depends on individual factors that can be influenced by the customer or a third party, such as the type of connection in the residence / office, the building's structural characteristics, the distance to the next telephone switchboard, the quality of the connections or other factors, and may be slower than the specified maximum Internet speed. If bandwidth is insufficient, simultaneous use of Internet and voice can affect the speed of Internet traffic.

	Internet costs
<b>Basic monthly fee (without discount)</b>	As quoted
<b>Landline connection fee</b>	Included
<b>Activation fee (one-time charge)</b>	As quoted
<b>WLAN modem</b>	Included (on loan) Type: Sunrise Internet Box

	Internet options
<b>Business mobile backup</b>	<p>Backup solution for bridging Internet outages:</p> <p>The data volume is generally unlimited. If you exceed the current data volume of 1000 MB per month, the bandwidth (and thus the surfing speed) will be reduced. Please note that surfing outside of Switzerland is blocked by default.</p> <p>Please be aware that your new Business mobile backup stick does not support the voice feature of your Sunrise Office pro service.</p> <p>Minimum contract duration: 6 months. A monthly fee is charged for the Business mobile backup option: as quoted</p>

## Basic voice

	Basic voice: description and costs
<b>Description</b>	<p>The simple solution for your small business</p> <p>Phone connections (DECT, analog) directly to our router</p> <p>Simple infrastructure, up to 10 phone numbers (CLIs), 4 channels</p>
<b>Basic monthly fee (without discount)</b>	As quoted
<b>Landline connection fee</b>	Included (prerequisite for Basic voice is a Sunrise Office pro Internet connection)
<b>Activation fee (one-time charge)</b>	None
<b>Delivery includes</b>	<p>Sunrise Internet Box (on loan): included in delivery for Sunrise Office pro Internet</p> <p>For VDSL, the Fritzbox 7940 is optionally used if the customer has an ISDN telephone system with S0 connection</p>

	Basic voice rates	
<b>Price plan (2 variants)</b>	Business phone start: 1 phone number and maximum of 2 lines	
	Business phone comfort: 1 phone number and maximum of 2 lines	
<b>Calling in Switzerland</b>	Business phone start ----- Pay as you go  See price list for landline network usage: <a href="#">PDF</a>	Business phone comfort ----- Unlimited calls to landline and mobile numbers (all providers in Switzerland)  Calls to special numbers (e.g. 084x, 090x, 18xx) and value-added services are excluded.
<b>Calling to foreign countries (international)</b>	See price list for landline network usage: <a href="#">PDF</a>	

	Basic voice options	
<b>Country flat options</b>	Business flat Austria Business flat Germany Business flat France Business flat Italy Business flat Spain (including Canary Islands, Balearic Islands) Business flat Portugal (including Madeira, Azores) Business flat UK (England, Scotland, Wales, Northern Ireland) Business flat USA (including Alaska, Hawaii)	
	A monthly fee is charged for the country flat options: as quoted	
<b>Business multiline 5</b>	1 to 4 additional phone numbers	
	A monthly fee is charged for the Business multiline 5 option: as quoted	
<b>Business multiline 10</b>	5 to 9 additional phone numbers	
	A monthly fee is charged for the Business multiline 10 option: as quoted	



	PBX cloud: description and costs	
<b>Description</b>	<p>Comprehensive, state-of-the-art, cloud-based phone system features</p> <p>Use your IP phones in our PBX cloud infrastructure</p> <p>PBX features, starting at 3 phone numbers (CLIs), up to 30 channels</p>	
<b>Activation fee (one-time charge)</b>	As quoted	
<b>Monthly license fee</b>	<p>License model: per device</p> <p>-----</p> <p>A monthly license fee is charged per device for different kinds of devices.</p> <p>An additional monthly fee is also charged for license-dependent (e.g. desktop phone &amp; FMC client) and license-independent (e.g. e-fax &amp; CTIstandard) hardware and software components.</p> <p>As quoted</p>	<p>License model: per user</p> <p>-----</p> <p>A monthly license fee per user is charged. Hereby a user can have different devices and needs to pay only once.</p> <p>An additional monthly fee is also charged for license-dependent (e.g. desktop phone &amp; FMC client) and license-independent (e.g. e-fax &amp; CTIstandard) hardware and software components.</p> <p>As quoted</p>
	<p>Single number, DDI 10-number range, DDI 100-number range</p> <p>A one-time fee is charged when a single number or DDI range is installed by Sunrise (new or ported numbers): as quoted</p>	
<b>Delivery includes</b>	Sunrise Internet Box (on loan): included in delivery for Sunrise Office pro Internet	

PBX cloud rates					
<b>Price plan (5 variants)</b>	Business voice start, Business voice individual price plan, Business voice flat Swiss, Business voice flat Europe, Business voice flat International				
<b>Monthly usage fee</b>	<p>Business voice start, Business voice individual price plan: No fixed monthly usage fee, instead variable usage rates are charged (see below)</p> <p>Business voice flat Swiss, Business voice flat Europe, Business voice flat international: No variable usage rates, instead the flat rate is used. The following rule applies:</p> <p>Number of flat rates = number of licenses / 4.</p> <p>When performing the calculation, the result received from dividing the number of licenses by four is rounded up. For example, if a customer orders 12 licenses for Business voice flat Swiss, he pays 3 times the Swiss flat rate. If he orders 13 licenses, he pays 4 times the Swiss flat rate.</p> <p>See the quotation for more information.</p>				
<b>Calling in Switzerland</b>	Business voice start ----- See price list for landline network usage: <a href="#">PDF</a>	Business voice individual price plan ----- Individual, contact your Sunrise partner	Business voice flat Swiss ----- Unlimited calls to landline and mobile numbers (all providers in Switzerland)  Calls to special numbers (e.g. 084x, 090x, 18xx) and value-added services are excluded.	Business voice flat Europe ----- Unlimited calls to landline and mobile numbers (all providers in Switzerland)  Calls to special numbers (e.g. 084x, 090x, 18xx) and value-added services are excluded.	Business voice flat international ----- Unlimited calls to landline and mobile numbers (all providers in Switzerland)  Calls to special numbers (e.g. 084x, 090x, 18xx) and value-added services are excluded.
<b>Calling to foreign countries (international)</b>	Business voice start ----- See price list for landline network usage: <a href="#">PDF</a>	Business voice individual price plan ----- Individual, contact your Sunrise partner	Business voice flat Swiss ----- See price list for landline network usage: <a href="#">PDF</a>	Business voice flat Europe ----- Unlimited calls to landline and mobile numbers: Country group flat Europe  Calls to special numbers and value-added services are excluded.  For remaining countries, see price list for landline network usage: <a href="#">PDF</a>	Business voice flat international ----- Unlimited calls to landline and mobile numbers: Country group flat international  Calls to special numbers and value-added services are excluded.  For remaining countries, see price list for landline network usage: <a href="#">PDF</a>
<b>Country group flat Europe</b>	Switzerland (flat Swiss), Austria, Belgium, Denmark, Finland, France, Germany, Iceland, Ireland, Italy, Liechtenstein, Luxembourg, Netherlands, Norway, Spain, Sweden, United Kingdom, Portugal, Vatican City				
<b>Country group flat International</b>	Country group flat Europe, Belarus, Bosnia-Herzegovina, Brazil, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Estonia, Greece, Hungary, Israel, Japan, Latvia, Lithuania, Macedonia, Montenegro, Poland, Romania, Russia, Serbia, Singapore, Slovakia, Slovenia, South Africa, Thailand, Ukraine, USA				

	PBX cloud options
<b>Country flat options</b>	<p>Business flat Austria            Business flat Germany            Business flat France            Business flat Italy            Business flat Spain (including Canary Islands, Balearic Islands)            Business flat Portugal (including Madeira, Azores)            Business flat UK (England, Scotland, Wales, Northern Ireland)            Business flat USA (including Alaska, Hawaii)</p> <p>A monthly fee is charged for the country flat options: as quoted</p> <p>In general, the following rule applies:</p> <p>Number of country flat rates = number of licenses / 4.</p> <p>When performing the calculation, the result received from dividing the number of licenses by 4 is rounded up. For example, if a customer orders 12 licenses for Business flat Germany, he pays 3 times the Business flat Germany. If he orders 13 licenses, he pays 4 times the Business flat Germany.</p>

## PBX local

	PBX local: description and costs				
<b>Description</b>	<p>The solution for operating your phone system</p> <p>Connect your existing phone system (IP, TDM) to our infrastructure</p> <p>BRI/PRI/SIP interfaces, starting at 10 phone numbers (CLIs), up to 30 lines</p>				
<b>Activation fee (one-time charge)</b>	<p>Depending on the number of lines and interfaces: as quoted</p> <p>Available lines / interfaces:</p> <table border="0"> <tr> <td style="border-right: 1px solid black; padding-right: 10px;">2 lines / S0 + 2a/b</td> <td style="border-right: 1px solid black; padding-right: 10px;">           2 lines / 1 BRI            4 lines / 2 BRI            6 lines / 3 BRI            8 lines / 4 BRI            10 lines / 5 BRI            12 lines / 6 BRI            14 lines / 7 BRI            16 lines / 8 BRI         </td> <td style="border-right: 1px solid black; padding-right: 10px;">30 lines / 1 PRI</td> <td>           4 lines / SIP            6 lines / SIP            8 lines / SIP            10 lines / SIP            12 lines / SIP            16 lines / SIP            20 lines / SIP            24 lines / SIP            28 lines / SIP            30 lines / SIP         </td> </tr> </table>	2 lines / S0 + 2a/b	2 lines / 1 BRI 4 lines / 2 BRI 6 lines / 3 BRI 8 lines / 4 BRI 10 lines / 5 BRI 12 lines / 6 BRI 14 lines / 7 BRI 16 lines / 8 BRI	30 lines / 1 PRI	4 lines / SIP 6 lines / SIP 8 lines / SIP 10 lines / SIP 12 lines / SIP 16 lines / SIP 20 lines / SIP 24 lines / SIP 28 lines / SIP 30 lines / SIP
2 lines / S0 + 2a/b	2 lines / 1 BRI 4 lines / 2 BRI 6 lines / 3 BRI 8 lines / 4 BRI 10 lines / 5 BRI 12 lines / 6 BRI 14 lines / 7 BRI 16 lines / 8 BRI	30 lines / 1 PRI	4 lines / SIP 6 lines / SIP 8 lines / SIP 10 lines / SIP 12 lines / SIP 16 lines / SIP 20 lines / SIP 24 lines / SIP 28 lines / SIP 30 lines / SIP		
<b>Basic monthly fee (without discount)</b>	Depending on the number of lines and interfaces: as quoted				
<b>Phone numbers (one-time charge)</b>	<p>Single number, DDI 10-number range, DDI 100-number range</p> <p>A one-time fee is charged when a single number or DDI range is installed by Sunrise (new or ported numbers): as quoted</p>				
<b>Delivery includes</b>	<p>Sunrise Internet Box and Patton Box: on loan</p> <p>Sunrise Internet box and Patton Box are delivered to the customer with basic configurations. The <b>customer is responsible</b> for the <b>Installation</b> and <b>individual configurations</b> of both devices.</p>				

	PBX local rates
<b>Price plan (5 variants)</b>	Business voice start, Business voice individual price plan, Business voice flat Swiss, Business voice flat Europe, Business voice flat international
<b>Monthly usage fee</b>	<p>Business voice start, Business voice individual price plan: No fixed monthly usage fee, instead variable usage rates are charged (see below)</p> <p>Business voice flat Swiss, Business voice flat Europe, Business voice flat International: No variable usage rates, instead the flat rate is used. The following rule applies:</p> <p>Number of flat rates = number of lines / 2</p> <p>For example, if a customer orders 8 lines for Business voice flat Swiss, he pays 4 times the Swiss flat rate.</p> <p>See the quotation for more information.</p>
<b>Calling in Switzerland</b>	See explanations for PBX cloud rates
<b>Calling to foreign countries (international)</b>	See explanations for PBX cloud rates

	PBX local: country flat options
<b>Options</b>	Business flat Austria Business flat Germany Business flat France Business flat Italy Business flat Spain (including Canary Islands, Balearic Islands) Business flat Portugal (including Madeira, Azores) Business flat UK (England, Scotland, Wales, Northern Ireland) Business flat USA (including Alaska, Hawaii)
<b>Monthly usage fee</b>	<p>A monthly fee is charged for the country flat options: see the quotation for more information.</p> <p>In general, the following rule applies:</p> <p>Number of country flat rates = number of lines / 2</p> <p>For example, if a customer orders 8 lines for Business flat Germany, he pays 4 times the Business flat Germany.</p>

## Sunrise Office pro

	Sunrise Office pro: contract duration
<b>Minimum duration</b>	Services in the "Voice" and "Internet" product groups each have a minimum contract duration of 12, 24, 36, 48 or 60 months.
<b>Cancellation</b>	The contract can be cancelled 3 months before the end of the minimum contract duration. If the contract is not cancelled effective the end of the minimum contract duration, the respective service is extended indefinitely automatically; the service can then be cancelled at any time with a 3 months' notice period.
<b>Early cancellation</b>	If the customer terminates the contract or a part thereof during its fixed duration or during its extended fixed duration, or if Sunrise terminates the contract or a part thereof for good cause, the recurring charges for the remaining (extended) fixed duration, any other charges that have been agreed up to the end of the (extended) fixed duration shall be due for immediate payment by the customer.
<b>Switching subscriptions</b>	Services within the Internet product groups or landline network sub-product groups (Basic voice, PBX cloud, PBX local) can be switched for free during the contract duration. Switching products between the landline network sub-product groups (Basic voice, PBX cloud, PBX local) during the contract duration is subject to a fee.
<b>Invoicing</b>	The basic fee is invoiced after activation. The basic fee is automatically invoiced on a monthly basis until cancellation. If cancelled during the current billing month, the basic fee will be charged on a pro-rated basis.

	Sunrise Office pro: miscellaneous
<b>Phone number porting</b>	You can keep your old phone number when you switch to Sunrise, even if you will be switching to an area with a different area code (e.g. from 031 to 044). When this occurs, your area code will no longer be associated with the area you live in. If the old phone number is not ported and a new phone number is activated, the old phone number will remain blocked for six months. After that, it will be given to someone else. Sunrise will handle the formalities associated with porting.
<b>Alarm</b>	Basic voice is not intended for use with security systems that employ analog dial-up devices (e.g. alarms). For more information, please contact our support department.
<b>Telephone hardware</b>	Not included. The hardware must be connected to the Sunrise modem (Sunrise Business internet) and be compatible with the Sunrise landline infrastructure.



Sunrise Office pro: general options		
<b>Service Level Agreement (SLA)</b>	SLA next-day Mo-Fr ----- Next day on-site intervention in case of emergency within our support hours from Monday to Friday  Contract duration: 6 months  A monthly fee is charged for this SLA:  As quoted	SLA next-day Mo-Sa ----- Next day on-site intervention in case of emergency within our support hours from Monday to Saturday  Contract duration: 6 months  A monthly fee is charged for this SLA:  As quoted
	<b>Home installation</b>  Home installation (Internet, access and CPE (Sunrise Internet Box and Patton Box)) will be performed by a certified Sunrise Partner. A one-time fee is charged for this service: as quoted	

## Contract terms

Please click here for the current General and Contract Terms and Conditions of Sunrise Communications AG; they are the core contracts between Sunrise and its customers unless otherwise expressly agreed.

[General Terms and Conditions for Business Customers \(PDF\)](#)

[Special provisions for Sunrise Office pro \(PDF\)](#)