

Frequently asked questions (FAQs) about the Sunrise switching offer

Who can benefit from the Sunrise switching offer?

All Sunrise business customers who switch their mobile subscription(s)/phone number(s) from another provider to Sunrise can benefit from the offer. The offer is valid for all Sunrise mobile subscriptions, with the exception of "Business entry", "Business swiss start", and "swiss start". Maximum of 49 subscriptions per business customer.

What are the offer conditions?

Sunrise will pay the cancellation fees up to CHF 480 that are due when the subscription with the current provider is canceled before the end of the minimum contract duration by means of number porting in conformity with the contract in question. Offer valid only for a limited time.

Customers must sign up for one or more eligible Sunrise mobile subscriptions. The switching offer is limited to 49 mobile subscriptions per business customer. The Sunrise mobile subscriptions "Business entry", "Business swiss start", and "swiss start" are excluded from the offer. The offer is valid for customers who switch from their current provider to Sunrise with simultaneous phone number porting.

Customers must have request phone number porting from Sunrise not earlier than May 07, 2018. The phone number porting to Sunrise must be completed no later than 1 month after contract conclusion with Sunrise. The offer does not apply to phone number porting from yallo, Lebara, or Ortel.

The customer must pay the cancellation fees incurred as a result of the early termination of their mobile subscription directly to their current provider by the due date and then upload the complete final invoice from their current provider to the Sunrise website (www.sunrise.ch/switch/upload) no later than 90 days after they sign their new Sunrise mobile phone contract.

Sunrise will reimburse the customer for the cancellation fees by issuing a credit spread out evenly over 12 months on the customer's Sunrise invoice.

This credit will become obsolete in the event of early termination of the new contract with Sunrise, or if the customer switches to a subscription that is not eligible for the switching offer.

What are cancellation fees?

Cancellation fees represent the residual costs resulting from the termination of a mobile subscription before the end of the minimum contract duration; these fees correspond to the recurring monthly basic charges that are due up until the end of the minimum contract duration. Any additional costs or fees beyond the cancellation fee are not considered part of the cancellation fee and will not be reimbursed by Sunrise.

Which sales channels can I use to benefit from the Sunrise switching offer?

- Online
- Order hotline: 0800 707 700
- All Sunrise points of sale: [Shop locator](#)

What do I need to do to take advantage of the Sunrise switching offer?

Sign a Sunrise mobile phone contract and request that Sunrise manage the porting/phone number transfer from your current provider to Sunrise. Sunrise will initiate the cancellation of your mobile subscription with your current provider and port your number on your desired transfer date.

IMPORTANT: If you want to have your phone number ported before the end of your contract duration, you must enter your desired date under "Desired porting date" instead of "At the end of the contract duration." This cannot be done until seven to ten days after order placement.

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

Who pays the final invoice?

Sunrise will pay cancellation fees up to the amount of CHF 480, whereby Sunrise will reimburse the customer for the cancellation fees by issuing a credit in 12 monthly installments on the customer's invoice.

Customers must pay their current provider's final invoice containing the cancellation fees at due date.

In order to ensure that Sunrise can refund the cancellation fees, customers must upload the complete final invoice from their current provider to the following website no later than 90 days after they sign their new Sunrise mobile phone contract: sunrise.ch/switch/upload

How is the refund made?

Sunrise will pay cancellation fees up to the amount of CHF 480, whereby Sunrise will reimburse the customer for the cancellation fees by issuing a credit in 12 monthly installments on the customer's invoice.

The monthly credits generally start with the first Sunrise invoice you receive after you have uploaded your current provider's final invoice. If you submit your current provider's final invoice toward the end of the month, Sunrise cannot guarantee that the first credit will be included in the next invoice. In this case, the monthly credit generally starts with the second Sunrise invoice after you upload your current provider's final invoice, or possibly one additional invoicing period later.

Components of the contract

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