

## Upgrade to Business Mobile L Basic

The flexible option for Switzerland and Europe.

- Calls and SMS/MMS
  - Unlimited in Switzerland
  - Unlimited from Switzerland to Europe
  - Unlimited in Europe
- Surfing
  - Unlimited in Switzerland
  - Unlimited in Europe, including 40 GB high speed

### Option

	Costs
Basic monthly fee (without discounts)	Customized
Available for	Standard Business Mobile portfolio: Business Mobile M Basic, Business Mobile M Premium
Options activated by default	extra SIM Business (included in this option: 1) Free additional SIM card with mobile Internet for use in laptops, tablets, etc. The extra SIM Business card uses the services included in the underlying mobile subscription.
	Mobile Internet in Switzerland
Data volume	Unlimited
High speed Data speed	Unlimited
Maximum speed	4G+ network (high speed) 700 Mbit/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 transfer speeds represent the best possible performance and cannot be 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. This is subject to local, temporary deprioritization and speed reduction measures performed for network management purposes.

Calls in Switzerland	
Calls to the Sunrise mobile network	Unlimited Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded.
Calls to other Swiss mobile networks	Unlimited Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded.
Calls to all Swiss landline networks	Unlimited Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded.
SMS, MMS to all Swiss networks	Unlimited
Incoming calls	Free
Special and short numbers	Calls to special and short numbers are charged at special rates. See <a href="http://www.sunrise.ch/spezialnummern">www.sunrise.ch/spezialnummern</a>  084x (0840, 0842, 0844, 0848): The same rate for shared cost numbers applies, irrespective of where in Switzerland the phone call is made from, but at most 7.5 centimes per minute (+VAT, maximum cost for a domestic connection to a landline network). The final amount per call is rounded to 10 centimes.
Blocking value-added service numbers	Chargeable value-added service numbers (090x or 0906 numbers) can be blocked on request.
Toll-free numbers	0800: Calls to these numbers are free
Call forwarding	Free of charge to the Sunrise mailbox. In other instances, a connection fee equivalent to that of calling the forwarding number from one's own phone applies.
Listening to voice messages	Free  If needed, the voice message can also be sent as a voice file to an e-mail address.  Activation: Send an SMS to 935 with the following text: MSG2MAIL <a href="mailto:maxmuster@sunrise.ch">maxmuster@sunrise.ch</a> Deactivation: Send an SMS with the text MSG2MAIL STOP to 935.
Saving 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 from Switzerland to Europe.</p> <p>Calls to special numbers, short numbers and value-added services are excluded. Other countries at the standard rate.</p>
Country list Europe	See <a href="http://www.sunrise.ch/business/roaming">www.sunrise.ch/business/roaming</a>
Calls to other countries – standard rates	<p>Prices depend on the destination country. If the relevant subscription does not contain any credit, or if all the credit has been used up, international calls will be charged at the standard rate.</p> <p>See <a href="http://www.sunrise.ch/business/internationalrates">www.sunrise.ch/business/internationalrates</a></p>
International SMS/MMS	Unlimited and free to all countries.
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 excluded from the standard rate and included calling time credit. These connections may be charged at a higher rate.</p> <p>Depending on the country and provider, calls to special and short numbers abroad may incur high costs. See <a href="http://www.sunrise.ch/vaspreisliste">www.sunrise.ch/vaspreisliste</a></p>
Toll-free numbers	Calls to international toll-free numbers are charged at the standard rates for international calls. A fee may be charged for international toll-free numbers, even if these numbers are marked as being provided free of charge.
Calls to participants through a satellite connection	Calls made from Switzerland to participants with a mobile phone number who are, for example, located on a cruise ship where the call is connected by satellite, are charged the normal Swiss domestic rate. The participant receiving the call is responsible for paying the satellite roaming rate for the incoming call. (see <a href="http://www.sunrise.ch/roamingpreisliste">www.sunrise.ch/roamingpreisliste</a> )
Calls to participants with a satellite number	Calls made from Switzerland to a satellite number (e.g., with the area code 0087 or 0088) are charged at higher per-minute rates of up to about CHF 16.– depending on the satellite network used.
Call forwarding abroad	Calls forwarded to an international phone number will be charged at the standard rate for international calls.
International calls and mobile Internet (roaming)	
Mobile Internet in Europe	<p>Unlimited data volume of that, 40 GB with maximum possible high speed in the relevant roaming country, after that with reduced speed (downloads 256 kbit/s, uploads 128 kbit/s)</p> <p>Overseas territories and connections to special numbers and via satellite (airplane, boat) are excluded.</p>

	International calls and mobile Internet (roaming)
Calls made within a European country (local calls)	<p>Unlimited</p> <p>Calls to special numbers, short numbers and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.</p>
Calls from Europe to Switzerland	<p>Unlimited</p> <p>Calls to special numbers, short numbers and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.</p>
Calls from one European country to another	<p>Unlimited</p> <p>Calls to special numbers, short numbers and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.</p>
Calls from a European country to any other country in the world	<p>Prices as per <a href="https://www.sunrise.ch/business/roamingrates">https://www.sunrise.ch/business/roamingrates</a></p>
Calls from any other country in the world to Switzerland or Europe	<p>Unlimited via Wi-Fi Calling</p> <p>Without Wi-Fi Calling: Prices as per <a href="https://www.sunrise.ch/business/roamingrates">https://www.sunrise.ch/business/roamingrates</a></p>
SMS/MMS in Europe	<p>Unlimited</p>
Incoming calls in Europe	<p>Free</p> <p>Other regions and countries are charged at the standard roaming rate.</p>
Mobile Internet in other countries	<p>Prices as per <a href="https://www.sunrise.ch/business/roamingrates">https://www.sunrise.ch/business/roamingrates</a></p>
Roaming overview Cost protection	<ul style="list-style-type: none"> <li>• Region 1 <ul style="list-style-type: none"> <li>- Call roaming (calls, SMS, MMS) at the standard rate is activated by default.</li> </ul> </li> <li>• Region 2-3 <ul style="list-style-type: none"> <li>- Data roaming at the standard rate is deactivated by default.</li> <li>- Call roaming (calls, SMS, MMS) at the standard rate is activated by default.</li> </ul> </li> <li>• All regions <ul style="list-style-type: none"> <li>- Calls made to the Sunrise mailbox are free worldwide.</li> <li>- Attractive roaming data packages.</li> </ul> </li> </ul>
Activation and deactivation of roaming at the standard rate	<p>Data roaming at the standard rate (billed according to MB usage) is deactivated by default when abroad and can be activated in the Roaming Cockpit.</p> <p>Calls and SMS roaming is activated by default when abroad.</p>
Roaming restriction	<p>This subscription is intended for normal personal use in Switzerland and may not be used predominantly or exclusively over a longer period abroad or given to users abroad.</p>

International calls and mobile Internet (roaming)	
Roaming Cockpit	<p>The Roaming Cockpit is available at: <a href="http://cockpit.sunrise.ch/en">cockpit.sunrise.ch/en</a> (free access worldwide). The Cockpit offers the following features:</p> <ul style="list-style-type: none"> <li>• Roaming settings               <ul style="list-style-type: none"> <li>- Turn the Sunrise mailbox on or off when abroad</li> <li>- Enable or disable calls, SMS and data connections on ships and in airplanes</li> <li>- Activation and deactivation of roaming at the standard rate</li> <li>- Choose to receive/not receive roaming info SMS</li> </ul> </li> <li>• Cost protection limits for data roaming</li> <li>• Information on installed data packages</li> <li>• Information on data volume used</li> <li>• Purchase of attractive roaming options (for immediate use or in advance for a specific activation date)</li> <li>• Standard roaming rates</li> </ul> <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 roaming rate, travel day pass option).</p>
Country list Europe	See <a href="http://www.sunrise.ch/business/roaming">www.sunrise.ch/business/roaming</a>
Standard roaming rates	<p>Usage-based prices depend on the country of travel (Regions 1-3). If the relevant subscription does not contain any credit or data packages, or if all the credit has been used up, the following services will be charged at the standard roaming rate.</p> <ul style="list-style-type: none"> <li>• Outgoing calls</li> <li>• Incoming calls</li> <li>• SMS/MMS</li> <li>• Mobile Internet or data traffic</li> </ul> <p>See <a href="https://www.sunrise.ch/business/roamingrates">https://www.sunrise.ch/business/roamingrates</a></p> <p>Roaming data packages are recommended in order to keep costs down.</p>
Hierarchy of roaming credit and options	<p>If several roaming credits or roaming options are available during a stay abroad, they will be used and billed in the following order:</p> <ul style="list-style-type: none"> <li>• Travel data roaming option – if activated.</li> <li>• Travel days roaming options</li> <li>• Roaming credit included in the mobile subscription</li> <li>• Travel data roaming option – if installed, previously not activated.</li> <li>• Travel day pass data option – if installed</li> <li>• Standard roaming rates billed based on MB usage – if activated.</li> </ul>
Call billing increments	By the minute. Every partially used minute will be charged as a full minute.
Connection setup fee	None

International calls and mobile Internet (roaming)	
Hierarchy of calls/SMS credit	<p>If several roaming credits are available during a stay abroad in Europe, they will be used in the following order:</p> <ul style="list-style-type: none"> <li>• Credit from an activated travel days option</li> <li>• Mobile subscription credit</li> <li>• Credit from another activated roaming option</li> </ul>
Special and short numbers	<p>Calls made to special numbers, short numbers or value-added services while abroad may be charged at a higher rate. Such calls are not part of any available included calling time credit.</p>
Toll-free numbers	<p>Calls made from the country of travel to toll-free numbers in the same country or in another country are charged at a higher rate, just like special numbers, and are not part of the available included calling time credit.</p>
Satellite roaming	<p>Roaming via satellite connections, such as on airplanes and cruise ships, is charged at higher rates.</p> <p>Only satellite connections via call/SMS/MMS are possible. Data roaming is blocked.</p>
Call forwarding	<p>When a call is forwarded from abroad (e.g., to a landline connection in Switzerland), both the incoming call and the forwarded outgoing call are charged at the standard roaming rate.</p>
Forwarding to Sunrise mailbox	<p>Free</p> <p>Deactivate mailbox: #145# Activate mailbox: *145#</p>
Listening to voice messages	<p>Calls made to the Sunrise mailbox from abroad to listen to voice messages are charged at the standard roaming rate.</p>
Data billing increments	<p>Region 2: in 100 KB increments Region 3: in 20 KB increments Increments are billed per session.</p>

	International calls and mobile Internet (roaming)
Cost control roaming	<p>Every time the customer goes abroad, they will automatically receive an SMS to inform them of the applicable roaming rate. Receipt of roaming info SMS can be switched on or off in the Roaming Cockpit or 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 switched off in the Roaming Cockpit or My Sunrise. When 50% of the set limit is reached, an info SMS 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>Removing the block for the current month: SMS (free) with the text UNBLOCK to 3310</p> <p>The roaming cost limit Sunrise data alert contains the roaming data costs accrued within one calendar month, excluding the charges for roaming options or roaming data packages.</p> <p>The roaming cost limit contains the roaming data costs accrued within one calendar month. Under certain conditions and depending on the country in which one is surfing, there may be a time delay between generated roaming volume and the sending of an alert SMS or blocking of data traffic.</p>
	Contract duration
Registration	Only possible via the Sunrise Business Cockpit (SBC).
Activation	The option is activated via the Sunrise Business Cockpit on the day of registration.
Minimum duration	1 month, the duration is based on the number of days in the activation month.
Renewal	At the end of each month, the option is automatically renewed at midnight (CET).
Cancellation	The option can be canceled via the Sunrise Business Cockpit at any time at the end of the contract. The option can be used until midnight on the last day of the contract. The option is canceled automatically if the underlying subscription is canceled.
Billing	<p>Billing is now only possible via credit card.</p> <p>The fee for the option is billed upon registration via the Sunrise Business Cockpit. The fee for the option is automatically billed on a monthly basis until the option is canceled. If a customer cancels during the current billing month, the basic fee for the entire month will apply.</p>
	Miscellaneous
Support	- General questions and first-level support: Please contact your help point (Fleet Manager).
Components of the contract	<ul style="list-style-type: none"> <li>- Individual contract (if available)</li> <li>- Special provisions for mobile telephony services (if available)</li> <li>- General terms and conditions for business customers (if no individual contract)</li> </ul>
Version	December 2020