

## SPECIAL PROVISIONS FOR MOBILE SERVICES

### 1. OBJECT OF THE CONTRACT

These Special Provisions apply to all prepaid and postpaid services provided by Sunrise over mobile networks (such as voice, messaging, SMS, Internet, data, media and value-added services).

Sunrise provides the customer with a mobile connection. This mobile connection enables the customer to use a mobile device for access to the mobile network operated by Sunrise and its roaming partners domestically and abroad, in order to establish and receive voice and data connections.

The nature and scope of the contractual obligations are also governed by the General Terms and Conditions (GTC), the rates overview, the provisions of the contract concerning mobile services and/or the purchase and installment payment agreement, the rules on the appropriate use of the services and the current product information at [www.sunrise.ch](http://www.sunrise.ch) ("Sunrise website"). In the event of inconsistencies, the Special Provisions shall take precedence over the GTC. Individual offers may also provide for provisions that deviate from these special provisions.

These Special Provisions shall be regarded as accepted by the customer when the relevant services are obtained.

### 2. MOBILE NETWORK AND SERVICES

The network coverage stated by Sunrise is non-binding. Uninterrupted full-coverage availability of services domestically and abroad cannot be guaranteed, since services may be influenced by factors beyond the control of Sunrise. Gaps in mobile coverage may even occur in areas designated as well covered.

Sunrise reserves the right to restrict or suspend the services temporarily, e.g. due to maintenance work on the network, capacity bottlenecks, faults in the equipment belonging to Sunrise or third parties, power supply problems, etc. Sunrise shall make every effort to repair malfunctions occurring within its sphere of influence as quickly as possible.

It is possible to make calls in other countries insofar as Sunrise maintains a roaming agreement with foreign mobile service providers. The scope of the roaming services depends on the products offered by the foreign provider. Sunrise shall specify the roaming partner in countries with more than one possible provider.

Sunrise does not guarantee any minimum availability with regard to data traffic over the mobile network. The stated network bandwidths and transmission speeds represent best possible performance and cannot be guaranteed. Actual Internet speed depends on a number of factors, e.g. network coverage, network capacity utilization, network quality and network expansion. It may be lower than the stated maximum figures.

### 3. OPTIONS

Options for mobile services include additional functions or benefits and are offered either free of charge or through a subscription or are billed for on the basis of use-related charges. The availability of individual options depending on the subscription, scope and the contractual term is shown on the Sunrise website and in the Sunrise rates overview.

Sunrise does not guarantee the continuous availability of the options. Sunrise reserves the right to expand, limit, cancel or otherwise change options at any time. If a customer has signed up for such an option, such changes will be communicated in advance in suitable form. Section 19 of the GTC applies. The underlying contract is not affected by the limitation to or discontinuation of an option.

### 4. PHONE NUMBER, SIM CARD

There is no automatic entitlement to keep an assigned phone number or to pass it on to third parties. Sunrise may take back or change assigned phone numbers if required to do so for legal, official, operational or technical reasons. There is no entitlement to compensation. On termination of the contract, the phone number reverts to Sunrise, subject to porting.

The number of the caller is generally displayed to the person being called. On request, Sunrise may arrange a temporary or permanent suppression of phone numbers. For technical reasons, however, this cannot be guaranteed, especially in the

case of SMS messages, calls from or to external networks, or for emergency numbers.

Replacement SIM cards or a switch to another card format are generally subject to a charge. Temporary SIM cards are deactivated after porting.

### 5. GENERAL RATE DETAILS

The prices and conditions published at the time of concluding the contract shall apply. Only performance for which billing data is available is taken into account when billing. Amounts receivable for data that is delivered subsequently, e.g. for roaming, may appear on the next bills.

Unless stipulated otherwise in the mobile phone contract or in the rate plans, the following provisions apply:

- a) In the case of flatrates, the following are charged in addition to the subscription fee: connections to other countries, connections within other countries and from other countries, connections to special numbers (e.g. 084x, 090x, 18xx, 058), connections to value-added services, fees for options. These items are only included in flat rates if this is expressly mentioned in the relevant rate.
- b) Call charges are usually calculated in minutes, while mobile Internet connections are calculated per 20 KB.
- c) SMS/MMS flat rates only apply to SMS/ MMS messages that are sent within Switzerland.
- d) The cost airbag refers to calls to all Swiss landline and mobile networks, up to a call duration of 120 minutes per call. The call is then disconnected. Connections to short codes and value-added service numbers (e.g. 18xx, 084x, 090x) are excluded from the cost airbag.
- e) Any unused data quota for a specific period, inclusive credit balances or a specific recording capacity shall lapse and shall not be transferred to the subsequent period.
- f) Calls from within Switzerland to specific value-added services or special numbers outside Switzerland are blocked.
- g) Inclusive MB/GB are valid for mobile Internet connections in Switzerland only. Mobile Internet connections abroad are charged for according to the roaming rates of the foreign provider.
- h) A fee charged on a "per day" basis refers to the time of first use until midnight on the same day.
- i) Voice messages will be deleted irrevocably after 8 days (Sunrise mailbox) or 15 days (Sunrise mailbox pro). Sunrise does not accept any liability for deleted information or information that is otherwise lost.
- j) The speed of mobile Internet may be decreased after having used a specific daily or monthly data volume according to the product description in the overview of rates.
- k) Share data subscriptions are billed according to the terms of the associated mobile rate plan. If the share data subscription is being separated from the underlying mobile rate plan, the terms and conditions of the standalone share data subscriptions apply.
- l) Subscriptions with unlimited roaming are intended for personal use in Switzerland and may not be used over a longer period predominantly or exclusively abroad or provided for the use of persons abroad.

### 6. PREPAID

The Sunrise prepaid SIM card includes an initial balance which is credited to the customer's account. The account balance may be increased by the customer at any time by making the appropriate payments. The account balance cannot be paid out. Payout or transfer of account balances to another service provider is excluded.

If a prepaid mobile connection remains unused for 12 months, Sunrise is entitled to block the connection without notice. If the customer does not request reactivation of the connection within a further 6 months, Sunrise is entitled to terminate the contract, ask for the relevant phone number back and reissue it. Any remaining balance on the customer's account is paid

out to the customer upon his or her request for an appropriate processing fee. This does not apply to payout of the initial balance or other credits which are made available free of charge. Prepaid cards are personal and may not be passed on to unknown third parties or resold.

Notifications from Sunrise to prepaid customers are generally sent by SMS. The notification is regarded as received when it is accepted, irrespective of whether this is done by the customer or another person.

The identity of the customer is registered in line with statutory requirements. The connection is not activated prior to this time.

### 7. DEVICES, WARRANTY

The customer is responsible for the proper functioning and compatibility of his or her device with the Sunrise infrastructure.

If the device is defective, customers may claim under the 24-month manufacturer's warranty on the devices of all brands sold by Sunrise. The warranty entitlement depends on the conditions of the particular manufacturer. **Sunrise excludes any implied or statutory warranty for the sold products.** Sunrise accepts all devices which are defective and covered by warranty, whereby repairs must be performed by a third party designated by the manufacturer.

The customer is obliged to examine the device immediately after purchase and report any defects without delay. In the case of a defect that the customer reported immediately, the manufacturer has the choice of repairing the device or replacing it with a device of equal value. The changing of the contract is excluded.

The customer is required to back up the data stored on the device. Liability for lost data is excluded.

A 3-month warranty applies to replaced or repaired devices, unless the original warranty period is longer or the manufacturer warranty provides a different warranty period. The warranty excludes normal wear and tear on the device, improper handling, defects caused by external influences (force, dropping, water, dampness, heat, cold, malware, viruses, etc.) and lack of compatibility with technical infrastructure. Any entitlement to repair or exchange shall expire if the customer interferes with the device.

### 8. DEVICE PLAN / INSTALLMENT PAYMENT

If Sunrise and the customer have concluded an installment payment agreement (device plan), the number and amount of the monthly installments and any initial payment shall be specified in the purchase and installment payment agreement. The duration of the installment payment agreement shall be 24 months unless otherwise agreed. The monthly installments will be charged to the bill for the mobile phone contract. The payment terms are governed by section 6 GTC. The installment payment is interest- and charge-free.

A device plan may only be sold in combination with a mobile subscription. The installment payment agreement is contingent on the existence of the associated mobile phone contract (see also section 12). The customer is entitled to pay any outstanding installments at once at any time.

The financed device is the property of the customer. Theft, loss, surrender or transfer of ownership of the device shall not release the customer from the obligation to fulfill the installment payment agreement or from paying the installments.

### 9. INTELLECTUAL PROPERTY

In order to use the mobile services, the customer receives a non-transferable, non-exclusive and non-sublicensable right to use the software stored on the SIM card for the term of the contract. In all other respects, all rights to the software remain with Sunrise or the respective holder of the rights. Manipulation of the SIM lock is expressly prohibited.

### 10. SWITCHING SUBSCRIPTIONS

- *Freedom and We subscriptions with no minimum contract duration:*

Switching to a subscription with a lower fee is possible at any time.

• **Freedom and We subscriptions with a minimum contract duration:**

Where a minimum contract duration is noted for individual business customer segments in an individual contract, it is not possible to change to a subscription with a lower basic rate within the first two months after activation. After this a change is possible at any time free of charge.

• **Other Sunrise mobile phone subscriptions:**

During the minimum contract period, switching to a subscription with a lower basic fee is only possible for a reasonable fee. After expiry of the minimum contract period, switching is free.

For all subscriptions, switching to a subscription with a higher monthly fee is possible at any time free of charge.

With a switch in subscription plans within one month, included service components of the previous and the new subscription will be charged on a prorated basis (e.g. minutes/SMS/MB for roaming).

## 11. TERMINATION OF THE MOBILE PHONE CONTRACT

(i) **Freedom and WE subscriptions with no minimum contract duration:**

The contract will be concluded for an indefinite period of time and may be canceled at the end of each month with a minimum notice period of 60 days.

(ii) **Freedom and We subscriptions with a minimum contract duration:**

Specific offers may be subject to a minimum contract duration. The terms of the specific offers apply. In such a case, the mobile phone contract can be terminated with a notice period of 60 days at the end of the minimum contract duration. After the minimum contract duration, the contract may be canceled at the end of each month with a minimum notice period of 60 days.

(iii) **Freedom and We subscriptions with device plan:**

The cancellation of a mobile subscription without any further liability requires the explicit and simultaneous cancellation of all device plans linked to the cancelled mobile subscription. The cancellation notice periods pursuant to section 11(i) and (ii).

If the customer cancels the mobile subscription and the device plan at the same time, then the mobile subscription and device plan will both end after the 60-day notice period expires. Any unpaid installments on the device plan at this time are due immediately and must be paid off all at once. If several device plans are associated with the mobile subscription, then all the device plans with unpaid installments must be canceled with the mobile subscription.

If the customer only cancels the mobile subscription and not all installments of the device plan have been paid by the cancellation date, then the cancellation date of the mobile subscription will be postponed to the end date of the device plan (that is, 24 months after the device was received). If several device plans are associated with the mobile subscription, then the cancellation date of the mobile subscription will be postponed to the end date of the most recent device plan.

**However, if the customer wishes to cancel the mobile subscription immediately, the basic monthly fees for the mobile subscription must be paid up to the contractually agreed end date of the most recent device plan,** in which case the device plan is automatically canceled as well. Any unpaid installments on the device plan at this time are due immediately and must be paid off all at once. Any change of account holder of the mobile subscription is equivalent to a cancellation of the mobile subscription.

(iv) **Other Sunrise mobile phone subscriptions:**

Other than Freedom and We mobile subscriptions may be subject to a minimum contract duration of 12 or 24. These subscriptions can be canceled subject 60 days' prior notice to the end of the minimum contract duration.

After expiration of the minimum contract duration, the contract can be terminated at the end of each month subject to 60 days' prior notice.

(v) **Options:**

Options generally have a minimum term of 1 month, unless indicated otherwise in the rates overview under the relevant option. Once the minimum term ends, the options can be terminated at any time.

Termination of a service also includes all the options associated with the cancelled services. Cancellation of an option does not affect the underlying service. However, if a terminated service is linked to an option whose minimum contractual term has not yet been reached, the customer owes the fees for the option up to the end of the minimum contractual term. The fees shall be due immediately.

(vi) **Termination formalities:**

**Termination of a mobile subscription must be done either over the phone (0800 100 600, free of charge within Switzerland) or via Sunrise Chat. Cancellations of subscriptions with a minimum contract duration of twelve months or more may not be submitted earlier than six months prior to end of the contract period**

Terminations submitted in a letter or e-mail are not considered valid. For terminations with phone number porting, written notice of termination will still be accepted as long as the new provider submits it electronically on behalf of the customer within the context of the porting process.

Visit [www.sunrise.ch/cancellation](http://www.sunrise.ch/cancellation) for more details and information about cancellation.

(vii) **Other provisions**

Otherwise section 16 (Ordinary termination), section 17 (Termination for an important reason) and section 18 (Early termination – consequential costs) of the GTC shall apply.

## 12. TERMINATION OF THE DEVICE PLAN

The installment payment agreement (device plan) shall be regarded as terminated if

- the customer has paid all outstanding installments, or
- Sunrise receives the termination notice from the customer, or
- Sunrise terminates the mobile phone contract for an important reason (section 17 GTC), or
- Sunrise terminates the installment payment agreement for an important reason (section 17 GTC),
- the ownership of a mobile phone contract is changed and the installment payment agreement is not transferred to the new owner.
- after expiration of the contractually agreed duration of 24 months, commencing with the receipt of the device (unless another contract duration has been agreed).

In the case of b)–f) above, all outstanding installments shall fall due immediately.

Sunrise proper termination of the purchase and installment payment agreement referenced in the mobile phone contract according to section 16 GTC and section 11 of these provisions, as well as the customer's extraordinary termination for a reason for which Sunrise is responsible, does not affect the installment payment agreement.