

We TV M

Sunrise Smart TV, the digital TV and radio subscription with many innovative functions:

- 200+ TV channels, including 100+ in HD
- ComeBack TV up to 30 hours after broadcast
- 60 hours recording capacity in the cloud
- Live Pause
- Reception on mobile hardware at home and on the go
- Video on Demand



Digital TV/radio subscription

	Costs
Basic monthly fee (without discount)	CHF 25.00
Landline connection fee	Included
Activation fee	None
TV set top box	Included (on loan, at no cost) Connections: HDMI, ethernet, power
Prerequisite	You must have a Sunrise We Home Internet subscription (starting at CHF 50.00/month) in order to purchase this service.
Sunrise advantage	10% discount off the basic fee when combining a Sunrise Internet, landline, and TV product with a Sunrise mobile subscription. Prerequisite: All products must be invoiced on the same bill. The Sunrise Advantage is <u>not</u> granted for subscriptions with a reduced monthly basic fee for the duration of the discount.
	TV Functions
Live TV	200+ channels, including 100+ in HD
ComeBack TV	Up to 30 hours after broadcast and 2,000+ shows.
ComeBack TV agent	Yes - Search function for ComeBack TV shows
Recording function	60 hours recording capacity (stored for 3 months in the cloud)
Live Pause	Yes

	TV Functions
Favorites list	Yes - Channel can be freely selected
Video on Demand	Yes - 4,000 films and "Hot from the US" series on Demand
Program tips	Yes
Electr. program guide	Yes
Quick zapper	Yes
Sunrise TV app	<p>Multiscreen function: The Sunrise TV app makes it possible to watch television independently using the Sunrise TV app on up to five mobile hardware devices (mobile phone or tablet) via the WiFi at home, or on the go via the mobile network.</p> <p>Push to TV function: With the Push to TV function, your mobile phone or tablet can be used as a remote control and to transmit shows from the program guide on your mobile hardware directly to the TV.</p> <p>Channels, functions: Over 100 channels including ComeBackTV.</p> <p>Reception through the mobile network. Data traffic through the Sunrise TV app will not be charged against included data or 4G high-speed volume for customers with a mobile subscription from Sunrise. All other costs for data transmission are charged in accordance with the respective contractual agreement or mobile subscription with the corresponding mobile service provider.</p> <p>Abroad: Recordings and ComeBack TV can be watched abroad. For licensing reasons, however, it is not possible or permissible to view live TV while abroad.</p> <p>System availability: iOS and Android. The Sunrise TV app can be downloaded from the app store or Google Play for free.</p>
	TV / Radio
TV channels	See TV channels .
	Contract duration
Minimum duration of the subscription	12 months
Cancellation contact	<p>The subscription must be canceled either by phone or through Sunrise Chat. More details are available at sunrise.ch/cancellation Cancellations submitted via letter or e-mail are not valid.</p> <p>Cancellation by phone</p> <ul style="list-style-type: none"> - From within Switzerland: 0800 100 600 (for free) - From abroad: +41 (0)800 100 600 <p>Monday to Friday, 8 a.m. to 7 p.m.</p> <p>Cancellation via Sunrise Chat</p> <ul style="list-style-type: none"> - The link to the chat is available at sunrise.ch/cancellation <p>Monday to Friday, 8 a.m. to 7 p.m.</p>

	Contract duration
Cancellation subscription	<p>The contract may be terminated with a notice period of 2 months after the end of the minimum contract duration. Once the minimum contract duration has elapsed, the contract may be terminated at any time with a notice period of 2 months.</p> <p>Cancellation of the Sunrise Home TV subscription will automatically cause all options connected with this service to be cancelled as well. When this occurs, the minimum durations for certain options (e.g. Teleclub one year minimum duration) must also be taken into account. Cancellation of a TV subscription does not affect the Internet subscription or any Sunrise Home phone subscription you may have.</p>
Cancellation Contact	<p>The termination of the subscription must be done either over the phone or via Sunrise Chat. Visit www.sunrise.ch/cancellation for more details. 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.</p> <p>Termination over the phone</p> <ul style="list-style-type: none"> - From within the country: 0800 100 600 (free of charge) - From another country: +41 (0)800 100 600 <p>Monday to Friday 8:00 a.m. – 7.00 p.m.</p> <p>Termination via Sunrise Chat.</p> <ul style="list-style-type: none"> - The link to the chat is available on www.sunrise.ch/cancellation <p>Monday to Friday 8:00 a.m. – 7.00 p.m.</p>
Early cancellation	<p>If the contract is terminated before the minimum contract duration is reached, the recurring monthly basic charges of the remaining period for the TV subscription must be paid in full. If the minimum duration of options (e.g. Teleclub, Canal+) has not yet been reached, the monthly basic fees for the remaining period of the option must be paid in full.</p>
Switching TV subscription	<p>You can switch to another Sunrise Home TV subscription any time free of charge.</p>
Subscription migration	<p>The minimum contract duration will be transferred when you switch from an older TV product.</p>
Invoicing	<p>The basic fee is invoiced after activation. The basic fee is automatically invoiced on a monthly basis until cancellation. If you cancel during the current billing month, the basic fee will be charged on a pro-rated basis.</p>
Industrial and commercial usage	<p>The industrial or commercial broadcast of television and radio programs using Sunrise TV, e.g. in publicly accessible rooms, restaurants, hotels, businesses, shop windows, etc., may require a license from a Swiss copyright fee collection agency, depending on the type of usage. The customer is solely responsible for registering and obtaining the appropriate rights from the fee collection agency. Due to licensing restrictions, the industrial or commercial use of ComeBack TV, recordings, and the Live Pause function is prohibited.</p>
	Miscellaneous
Note	<p>The availability of Sunrise TV is location-dependent.</p>
TV/radio hardware	<p>TV and radio hardware must be compatible with digital TV or digital radio. With the subscription, one TV set can be connected and used per household or subscription. Additional hardware can be connected with the optional TV Multibox.</p>

	Miscellaneous	
Available options	Teleclub Canal+ PinkPlus Serbia Sunrise TV Russian Sunrise TV Espanol START India Pack Sunrise TV Portuguese Sunrise TV Kids on Demand	PayTV – films (only German part of Switzerland) PayTV – films (only French part of Switzerland) Serbian programs Russian Programs Spanish programs Indian programs Portuguese programs Children's programs
Support	Free technical support over the phone at 0800 707 707 (Mon. - Fri., 8:00 a.m. to 10:00 p.m., Sat. - Sun., 10:00 a.m. to 7:00 p.m.)	
Contract components	<ul style="list-style-type: none"> - Contract for Internet, landline, and TV services - Special conditions for Internet, landline and TV - Special conditions for Sunrise TV app - General terms and conditions 	
Status	26.04.2021	