

## Sunrise TV neo max

Sunrise TV neo is the popular and successful TV streaming app from Sunrise on Samsung Smart TV and Apple TV, which of course comes with mobile device support.

**Sunrise TV neo max** comes with the following features:

- 240+ TV channels (120+ in HD)
- ComeBack TV 7 days
- 500 hours of recording
- Downloading of recordings (e.g., for offline replay)
- Live Pause
- Convenient search function
- Voice command searches in the app on Apple TV
- Watch on up to 6 devices at the same time; the app can be installed on as many devices as you'd like.
- Chromecast (mobile devices)



	Costs
Basic monthly fee (without discount)	CHF 20.00
Activation fee	None
Prerequisite	To use the service, a Samsung Smart TV from 2016 or later, Apple TV 4th generation (both require a 4k-capable TV or 4k-capable Apple TV Box to support 4k), iPhone/iPad (from iOS 10), or Android phone/Tablet (from Android vers. 7) is required, with Internet access or an Internet browser (Edge, Firefox, Chrome, Safari).
	TV functions
Live TV	240+ channels, including 120+ in HD
ComeBack TV	Up to 7 days after broadcast, 50,000+ ComeBack TV shows 240+ channels, ComeBack TV-capable
Recording	500 hours of recording capacity (cloud storage for 6 months)
Live Pause	Yes
Download	Yes (for offline playback) / only mobile phones and tablets
Favorites list	Yes
Suggested shows	Yes, with personal recommendations
TV guide / channel list	Yes

TV functions	
Multiview	Keep an eye on up to 4 channels at the same time; picture-in-picture or mosaic view (not available on Samsung TV and Apple TV)
Chromecast	Yes (mobile devices)
Contract duration	
Minimum duration	1 month (different contract durations might apply with promotions) 12 months (as part of We Home)
Cancellation	The subscription may be canceled with a notice period of 60 days at the end of the minimum contract duration. Once the minimum duration has ended, the subscription can be canceled at any time with a notice period of 60 days at the end of any month.
Billing	The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until the option is canceled.
Cancellation contact	The subscription must be canceled either by phone or through Sunrise Chat. More details are available at <a href="http://sunrise.ch/cancellation">sunrise.ch/cancellation</a> . Cancellations submitted via letter or e-mail are not valid.  Cancellation by phone - From within Switzerland: 0800 100 600 (for free) - From abroad: +41 (0)800 100 600 Monday to Friday, 8 a.m. to 7 p.m.  Cancellation via Sunrise Chat - The link to the chat is available at <a href="http://sunrise.ch/cancellation">sunrise.ch/cancellation</a> Monday to Friday, 8 a.m. to 7 p.m.
Early cancellation	If the contract is terminated before reaching the minimum contract duration, the recurring monthly basic fees for the remaining period must be paid in full.
Industrial and commercial usage	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.
Exceptions channel list	The channel list, including the list of HD and ComeBack TV-capable channels, is dynamic and may change during the contract duration due to legal regulations or individual agreements with the broadcast companies for certain channels.
Miscellaneous	
Devices	The subscription can be used on as many devices as you'd like. TV neo max can be used at the same time on up to six devices.

	Miscellaneous
Set-up/Personalization	At <a href="https://sunrise.ch/help">sunrise.ch/help</a> you can find useful information and other options for your product, like how to set up your product, call forwarding, number suppression, and tips for the security of your product.
Support	Free technical phone support at 0800 707 707
Components of the contract	<ul style="list-style-type: none"><li>– General terms and conditions</li><li>– TV App terms of use</li></ul> All documents are available at <a href="https://www.sunrise.ch/gtc">www.sunrise.ch/gtc</a>
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