

## Sunrise relax pronto

### Prepaid rate

	General
Basic monthly fee	None
Minimum duration	None
	Mobile Internet in Switzerland
Mobile Internet	CHF 0.10 / 20 KB in Switzerland (Minimum unit of account per session: 20KB)
	Rate plan per call up to 1 hour and for every further hour started
National calls to Swiss landlines and to Sunrise mobile	CHF 0.49 / hour
Sunrise family	CHF 0.24 / hour
Company numbers 058x	CHF 0.49 / hour
Return calls from Sunrise mailbox to the landline network/to Sunrise mobiles	CHF 0.49 / hour
	Any short calls of under 5 seconds that you place from Switzerland to the national landline network or to Sunrise mobiles will be charged as short connections at 5 ct.
	Further rates on a per minute basis
Redirecting to other mobile providers (Swisscom, Salt, yallo, Lebara, Ortel, UPC, etc)	CHF 0.49 / Min.
Return calls from Sunrise mailbox to other mobile providers (Swisscom, Salt, yallo, Lebara, Ortel, UPC, etc)	CHF 0.49 / Min.
	Calling in Switzerland
Cost for SMS/MMS to all Swiss networks	CHF 0.20 per SMS/MMS
Incoming calls	Free
Special and short numbers (08xx, 090x)	Calls to special and short numbers are charged at special rates. See the <a href="#">price list for special and short numbers</a> .
To block value-added service numbers	Chargeable value-added numbers (090x numbers) can be blocked on request.

Calling in Switzerland	
Call forwarding	To the Sunrise mailbox free of charge. Otherwise you will be charged the connection fee that would have been incurred if you had called the number the call is forwarded to from your phone yourself.
Listening to voice messages	Free
Storing Voice messages	15 days
Calling billing increments	By the minute. Every partially used minute will be charged as a full minute.
Connection setup fee	None
Calling to foreign countries (international)	
International calls	Costs for international calls are country-specific. See <a href="#">prices for international calling</a>
SMS/MMS to foreign countries	CHF 0.25 per SMS CHF 1.00 per MMS
Calling billing increments	By the minute. Every partially used minute will be charged as a full minute.
Connection setup fee	None
Special and short numbers	Connections to special numbers, short numbers, and value-added services abroad are excluded from the standard rate and included calling time credit. Connections of this nature may be charged at a higher rate. <a href="#">See international VAS number price list.</a>  Note: Calls from Switzerland to certain value-added services or special numbers abroad can be blocked.
Toll-free numbers	Calls to foreign toll-free numbers are charged at the standard rates for calls to foreign countries. A fee may be charged for foreign 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 on a cruise ship, for example, where the call is connected through satellite, are charged the normal Swiss domestic rate. The participant receiving the call will be responsible for paying the satellite roaming rate for the incoming call.
Calls to participants with a satellite number	Calls made from Switzerland to a satellite number (e.g. with area code 0087, 0088) are charged at higher per-minute rates of up to about CHF 16.00 depending on the satellite network used.
Call forwarding abroad	Calls forwarded to a foreign phone number will be charged at the standard rate for phone calls made to foreign numbers.

Calls and mobile Internet abroad (roaming)	
Prepaid direct roaming	<p>Prepaid direct roaming (calling without callback) makes it possible to establish a direct connection while in a foreign country where Sunrise has a partner facilitating this service. Standard roaming rates apply.</p> <p>In the few countries where Sunrise prepaid direct roaming is not available, calls can be made as follows: *111* + country code + phone number + # and then the call button (e.g. telephone receiver).</p>
Roaming standard rates	<p>The prices depend on the country in which you are traveling (Region 1-3). If the subscription concerned does not have credit or 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 and data usage</li> </ul> <p>See <a href="#">roaming price list</a>.</p>
Calling billing increments	By the minute. Every partially used minute will be charged as a full minute.
Connection setup fee	None
Special and short numbers	Calls abroad made to special numbers, short numbers, or premium rate services typical for the respective country may be charged at a higher rate. Such calls are not included in the available discretionary calling time credit.
Toll-free numbers	Calls made from a foreign country to a "toll-free number" in the same foreign country or in another country are charged at a higher rate, just as special numbers are, and are not included in the available discretionary calling time credit.
Satellite roaming	Roaming over satellite connections, such as on airplanes and cruise ships, is charged at higher rates.
Call forwarding	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.
Forwarding to the Sunrise mailbox	<p>If a message is received in your mailbox during a stay abroad, the costs of the incoming call to the mobile hardware and the costs for forwarding from the mobile hardware back to the mailbox in Switzerland are charged at the standard roaming rate.</p> <p>Deactivate mailbox: #145# Activate mailbox: *145#</p>
Listening to voice messages	Calls made to the Sunrise mailbox from abroad in order to listen to voice messages are charged at the standard roaming rate.
Data billing increments	<p>Region 1: in 100 KB increments Region 2: in 100 KB increments Region 3: in 20 KB increments</p> <p>Increments are billed per session.</p>
Cost control for data connections	Every time you go abroad, you will automatically receive an SMS informing you of the applicable roaming rate.

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	Use
Registration and activation	You must register in person at a Sunrise shop and have a valid passport or ID card with you. The SIM is not activated until the purchaser is lawfully registered. We reserve the right to decline the sale or registration of several SIM to the same person.
Where/how to reload	<p>In Switzerland: With a credit card, at ATM machines, at Post Offices, at Post ATM machines, through Postfinance accounts, at SBB ATM machines, via Sunrise billing, at any Sunrise center and at many retail locations (such as Migros, Coop, Denner, Interdiscount, Fust, gas station shops, newsstands and specialized retailers)</p> <p>Abroad: With your credit card via <a href="http://sunrise.ch/creditcard">sunrise.ch/creditcard</a>, with a recharge code or via Sunrise billing.</p>
Checking your balance	<p>Key combination *121#</p> <p>In certain situations, there might be a time lag between the time the volume is used and the time the charge is applied.</p>
Time-delayed billing	In certain situations, there might be a delay with billing for the connection costs (such as with roaming). This may lead to a negative balance that is usually owed.
Cancellation due to non-use	If a prepaid mobile connection is not used for 12 months, Sunrise reserves the right to suspend the mobile connection with no advance notice. If the customer does not request reactivation of the connection within the next six months, Sunrise reserves the right to cancel the contract and reclaim the phone number so it can be reissued.
Account balance	<p>During the term of a prepaid contract and after cancellation of the connection, account balances can in general not be paid out. This also applies to credit transfer from prepaid to prepaid.</p> <p>A disbursement due to deactivation of a connection is the exception. The Sunrise processing fee is then CHF 30.00 per phone number.</p>
Transferring a SIM to another person is prohibited	If a prepaid SIM is transferred to another person, we will continue to notify the responsible authorities, upon their inquiry, of the name and address of the initial purchaser. If a criminal act is committed using a transferred prepaid SIM, the initial purchaser can potentially be prosecuted for complicity, aiding and abetting or obstruction of justice.

	Miscellaneous										
Included volume	Parts of your included data and calling quota that go unused for a certain billing period will expire and will not be carried forward to subsequent billing periods.										
Service fees	See <a href="#">service fee price list</a>										
Replacement SIM	A replacement SIM can be ordered for free in <a href="#">MySunrise</a> . For us to send you the new SIM, you must top up your prepaid balance with a minimum of CHF 20.00 during the next 48 hours, regardless of your current calling time credit.										
Sunrise network coverage	See <a href="#">network coverage map</a> .										
Available options	<table border="0"> <tr> <td>Travel data</td> <td>Surf with full cost control.</td> </tr> <tr> <td>Prepaid budget options</td> <td>calls, SMS, included data</td> </tr> <tr> <td>SURF options</td> <td>data package with 4G high speed</td> </tr> <tr> <td>FLAT options</td> <td>flat rate for calls, SMS and data</td> </tr> <tr> <td>International option</td> <td>discounted calls to other countries</td> </tr> </table>	Travel data	Surf with full cost control.	Prepaid budget options	calls, SMS, included data	SURF options	data package with 4G high speed	FLAT options	flat rate for calls, SMS and data	International option	discounted calls to other countries
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Support	Free technical support over the phone at 0800 707 707										
Contract components	<ul style="list-style-type: none"> <li>- Contract for mobile phone services</li> <li>- Special provisions for mobile telephony services</li> <li>- General terms and conditions</li> </ul> <p>All documents are available at <a href="http://www.sunrise.ch/qtc">www.sunrise.ch/qtc</a>.</p>										
Status	August 2018										