

Sunrise We Home+

We Home XL+

The all-round carefree package for advanced Internet users with a wide range of entertainment and free landline calls in Switzerland.

	Costs
Basic monthly fee (without discount)	According to published price lists.
Landline connection fee	Included – Please refer to the separate factsheet for details on the included We Phone L Landline product.
Activation fee	CHF 89.– There is no activation fee if a Sunrise landline connection has already been set up.
Wi-Fi modem	Included (on loan) Type: modem may vary depending on the access type
We Benefit	In combination with a Mobile start or Mobile classic subscription, you receive a CHF 10.– discount on your basic monthly fee of the We Home subscription. In combination with any Sunrise We Mobile subscription, you receive a CHF 25.– discount on your basic monthly fee of the We Home subscription. General discount conditions: <ul style="list-style-type: none"> - Sunrise We Mobile Pack and Sunrise We Benefit: All products must be invoiced on the same bill. - For subscriptions with offer-related benefits (e.g., subscriptions with a reduced basic fee, subscriptions with free services, or subscriptions with free or reduced hardware), the We Benefit will be paused during the promotion period. For promotions with a reduced basic fee, this applies for the period of the price reduction; for promotions with free or reduced hardware, this applies for the set minimum contract duration of the subscription that is eligible for a discount. For Sunrise We Home products, the suspension of the discount applies to the basic fees of all subscriptions (Internet, landline network, TV)
	Internet, TV and landline services
Data volume	Unlimited
Download speed	Always get the highest possible Internet speed available at your location. Up to 10 Gbit/s with fiber optic connections of the latest generation.
Upload speed	Always get the highest possible Internet speed available at your location. Up to 10 Gbit/s with fiber optic connections of the latest generation.
IP address	Usually dynamic for private customers.

Internet, TV and landline services	
Individual speed	The transmission speeds listed represent optimum performance and are not guaranteed. Actual Internet speed depends on individual factors that are under the control of the customer or a third party, such as the capacity of the end device, type of connection in the residence, the building's structural characteristics, the distance to the next telephone switchboard, the quality of the connections or other factors and may be slower than the specified maximum Internet speed. Cumulative and simultaneous use by various end devices (e.g., TV, mobile & laptop) reduces the bandwidth available for each device.
TV Neo Max <u>or</u> We TV L	Included – refer to the relevant factsheets for a detailed service description
We Phone L	Included – refer to the relevant factsheets for a detailed service description
Contract duration	
Minimum duration	12 months
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.
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. Written cancellations will still be accepted for cancellations with phone number porting, as long as this cancellation is submitted electronically by the provider on behalf of the customer over the course of the porting process.</p> <p>Cancelation 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>Cancelation 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>
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.
Switching subscriptions	You can always switch between the Sunrise We Home Internet subscriptions.
Billing	The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until the option is canceled. If you cancel during the current billing month, the basic fee will be charged on a pro-rated basis.
Miscellaneous	
Landline telephone and TV	An Internet subscription is required in order to take advantage of Sunrise landline calling services. Please refer to the factsheets for We Phone L, TV Neo max or We TV L for the terms and conditions.

Miscellaneous	
Fiber optics	<p>For information on the fiber optic connection and its availability, see sunrise.ch/fiber</p> <p>The transmission speeds specified represent optimum performance and cannot always be guaranteed. Where available we deliver 10 Gbit/s to your home over XGS-PON fiber connections. The overhead required to ensure transmission quality brings the effective individual download/upload speed to 8.2 Gbit/s. Simultaneous downloading and uploading may also limit the maximum upload speed to 5 Gbit/s due to hardware restrictions on the Sunrise Internet Box Fiber. Actual Internet speeds depend on various factors under the control of the customer or a third party, such as the end device capacity or type of connection at home.</p>
Sunrise mobile broadband	<p>If the network bandwidth over the landline network is insufficient, Sunrise may provide this service to customers over the mobile network instead (Sunrise mobile broadband, fixed wireless access). The hardware required to do so is intended for use at a single site and must not be used at a location other than the installation address on the order.</p>
Home installation	<p>CHF 199.– fixed price</p> <p>Included: installer's travel times to and from customer, analysis of existing home installation, basic connection to network home junction box (UPK); if necessary, router installation (connection to power and phone outlets, router commissioning, connection configuration for one computer (via Ethernet, Wi-Fi, or a connection kit), connection of a maximum of two phone/fax devices, landline, Internet and Sunrise TV operational check, short introduction to Sunrise TV</p> <p>Not included in the scope of services: Installation and laying of wiring of any kind, installation and assembly of TV screens and home cinemas, hardware accessories (such as ethernet cable and powerline connection kit)</p>
Service fees	<p>See price list service fees</p>
Support	<p>Free technical phone support at 0800 707 707 (Mon. – Sat., 8:00 a.m. – 10:00 p.m., Sun. 9:00 a.m. – 10:00 p.m.)</p>
Components of the contract	<ul style="list-style-type: none"> • Contract for Internet, landline and TV services • Special provisions for Internet, landline and TV • Sunrise mail Terms of Use • General terms and conditions
Version	<p>01.02.2022</p>