

Sunrise Freedom start

The flexible mobile subscription with no minimum duration:

- Unlimited calls to Sunrise mobile network and Young mobile network
- Unlimited SMS messages within Switzerland
- Unlimited surfing in Switzerland
- 4G+ high-speed up to 500 MB

Mobile subscription

| | Costs |
|--------------------------------------|---|
| Basic monthly fee (without discount) | CHF 20.00 |
| Other expenses | CHF 1.00/day until the end of the billing month after using up all of the included 4G high-speed volume as long as this feature is not deactivated. See the speed extra option below. |
| 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 charged on the same bill. |
| Activation fee (incl. SIM) | CHF 49.00 |
| | Mobile Internet in Switzerland |
| Data volume | Unlimited |
| 4G High Speed Data speed | Up to 500 MB/month included After using up all of your 4G high-speed volume, the speed will be reduced (128 kbit/s upload and download) if the speed extra option has not been activated. |
| WhatsApp data volume | WhatsApp unlimited: - WhatsApp data usage does not count towards the high-speed data volume included in the rate for Switzerland. Only valid for text, pictures, video files and audio recording. - Data volume used to download WhatsApp, to make calls via WhatsApp (VoIP Calling), and any costs incurred when using the service are not included. WhatsApp users must be at least 16 years old (WhatsApp requirement). |
| Maximum speed | 4G+ network (high-speed) 700 Mbit/s (download) und 300 Mbit/s (upload) |

| Mobile Internet in Switzerland | |
|---|--|
| Speed extra option | <p>This option is activated by default. After using up the 4G high-speed volume included in your Freedom rate, it will allow you to keep on surfing automatically with 4G high-speed service for just CHF 1.00 per day (up to 1 GB per day). One day is counted starting from the time of first use until midnight of the same day.</p> <p>This option can be deactivated once or permanently deactivated, in which case you will be able to keep on surfing free of charge and without limitation but at a reduced speed (128 kbit/s upload and download). The speed of 128 kbps allows the use of basic Internet features such as email, messaging and surfing. Audio and video streaming may be buffered, and websites with large files may be build up with a delay.</p> |
| Data billing increments | In 20 KB increments. Every partially used unit will be billed as a full unit. |
| Note | The transmission speeds listed represent optimal performance and cannot be guaranteed. Actual Internet speed depends on factors such as topography, network coverage, distance to the transmission tower, signal strength inside/outside buildings, or other factors and may be slower than the specified maximum Internet speed. |
| Phone calls in Switzerland | |
| Calls to Sunrise mobile network or Young mobile network | <p>Unlimited</p> <p>Calls to special numbers (e.g. 084x, 090x, 18xx), short numbers, and value-added services are excluded.</p> |
| Calls to other Swiss mobile networks | <p>CHF 0.50 / min.</p> <p>Calls to special numbers (e.g. 084x, 090x, 18xx), short numbers, and value-added services are excluded.</p> |
| Calls to all Swiss landlines | <p>CHF 0.50 / min.</p> <p>Calls to special numbers (e.g. 084x, 090x, 18xx), short numbers, and value-added services are excluded.</p> |
| SMS, MMS to all Swiss networks | Unlimited |
| Incoming calls | Free |
| Special and short numbers (08xx, 090x) | Calls to special and short numbers are charged at special rates. See the price list for special and short numbers . |
| Blocking premium rate service numbers | Chargeable premium rate numbers (090x numbers) can be blocked on request. |
| Call forwarding | To the Sunrise mailbox free of charge. Otherwise you will be charged the connection fee that would apply if you called the number the call is forwarded to from your phone yourself. |
| Listening to voice messages | Free |
| Storage voice messages | 15 days |
| Mobile calls billing increments | By the minute. Every partially used minute will be charged as a full minute. |
| Connection setup fee | None |

| Phone calls in Switzerland | |
|--|---|
| Calls to Sunrise mobile network/Young mobile network | Refers to connections made to mobile network members who make phone calls with a subscription or prepaid rate from Sunrise or Young mobile. |
| Calls to other countries (international) | |
| International calling Standard rates | The prices depend on the country called. If the subscription concerned does not have international calling credit or the credit has been used up, calls to foreign countries will be charged at the standard rate: See prices for international calling |
| Mobile calls billing increments | By the minute. Every partially used minute will be charged as a full minute. |
| Connection 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. Depending on the country and provider, calls made to special and short numbers while traveling abroad can incur high costs. See international VAS number price list. |
| 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 called will be responsible for paying the satellite roaming rate for the incoming call (see roaming price list). |
| 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) | |
| Roaming standard rates | The usage-based rates depend on the country where you are located (Regions 1-3). It is billed based on MB usage. If the subscription concerned does not have any credit or the data credit has been used up, the following services will be charged at the standard roaming rate: <ul style="list-style-type: none"> - Outgoing calls - Incoming calls - SMS/MMS - Mobile Internet and data usage See roaming price list . Roaming data packages are recommended to keep costs down. |
| Mobile calls billing increments | By the minute. Every partially used minute will be charged as a full minute. |

| Calls and mobile Internet abroad (roaming) | |
|--|--|
| 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 included available discretionary calling 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 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 the subsequent call that the mobile hardware makes 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 | Region 1: In 100 KB increments Region 2: In 100 KB increments Region 3: In 20 KB increments Increments are billed per session. |
| Cost control roaming data connections | <p>Every time you go abroad, you will automatically receive an SMS informing you of the applicable roaming rate. The receipt of roaming Info-SMS can be switched on or off in the Roaming Cockpit or My Sunrise.</p> <p>Sunrise data alert is activated by default with a monthly cost limit of CHF 100. The limit can be changed or deactivated in the Roaming Cockpit or My Sunrise. When 50% of the set limit is reached, an SMS info is sent for cost control purposes. Once the cost limit is reached, roaming data traffic will be blocked until the end of the month.</p> <p>Canceling the block for the current month: Send an SMS (free) with the text "UNBLOCK" to 3310</p> <p>The roaming cost limit Sunrise data alert includes the roaming data costs incurred within one calendar month without the charges for roaming options or roaming packages.</p> <p>Under certain conditions and depending on the country where you are surfing the Internet, there may be a time delay between the generated roaming volume and the sending of the alert SMS or blockage of data usage.</p> |

| | Contract duration |
|---|--|
| Activation | The subscription is activated on the day you register or on the scheduled date if the number is being ported. |
| Contract without minimum duration, Cancellation | No minimum duration. The subscription can be cancelled on any day with a notice period of 60 days. |
| Contract with minimum duration, Cancellation | Certain offers may be subject to a minimum contract duration. The terms and conditions of the offer shall apply. The mobile phone contract can therefore be terminated subject to 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 any time subject to 60 days> prior notice. |
| Switching subscriptions | Switching from one Sunrise Freedom subscription to another is always free of charge. If you switch, the monthly high-speed data volume that has already been used on the previous rate will be counted against the data allowance of the new rate. |
| 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 register or change a mobile subscription during a current billing month, the monthly basic fee and the included services (minutes, SMS, MB, etc.) will be charged pro rata. |
| Cancellation contact | <p>The termination of the subscription must be done either over the phone or via Sunrise Chat. Visit 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 58 777 01 01 <p>Termination via Sunrise Chat.</p> <ul style="list-style-type: none"> - The link to the chat is available on sunrise.ch/cancellation |
| | Miscellaneous |
| Included volume | An unused data or call allotment for a specific period expires and will not be transferred to the next period. |
| Service fees | See service fee price list |
| Replacement SIM | CHF 49.00 to replace a SIM or obtain a SIM in a new format. |
| Invoice | <p>Bill by e-mail: Free</p> <p>Bill by mail without detailed connection listing: CHF 3.00</p> <p>Bill by mail with detailed connection listing: CHF 4.00</p> |
| WiFi Calling | If you get a weak signal inside your home, the Sunrise WiFi Calling will improve reception for mobile calling. More info: sunrise.ch/wificalling |
| Hardware plan | One mobile phone or tablet can be purchased with each Freedom subscription with a down payment starting at CHF 1.00 and 24 monthly instalments, with no interest and no extra charges. With the Sunrise Freedom data share option, a second hardware device can be purchased for the Freedom subscription with instalment payments. |

| | Miscellaneous | | | | | | | | | | | | | | | | |
|---------------------------|---|---------------------|--|---------------------|--|---------------------|--|----------------------|--|--------------------|---|---------------------------|------------------------------------|-----------------|--------------------|---------------------|-----------------------------|
| Sunrise network coverage | See network coverage map. | | | | | | | | | | | | | | | | |
| Available options | <table border="0"> <tr> <td>travel talk options</td> <td>More affordable calling abroad (roaming)</td> </tr> <tr> <td>travel days options</td> <td>More affordable calling and surfing abroad (roaming)</td> </tr> <tr> <td>travel data options</td> <td>More affordable surfing abroad (roaming)</td> </tr> <tr> <td>international option</td> <td>More affordable calling to foreign countries</td> </tr> <tr> <td>my country options</td> <td>Unlimited calling to the country of your choice</td> </tr> <tr> <td>freedom share data option</td> <td>Surf with a second hardware device</td> </tr> <tr> <td>protect options</td> <td>Hardware insurance</td> </tr> <tr> <td>call protect option</td> <td>Unauthorized call insurance</td> </tr> </table> | travel talk options | More affordable calling abroad (roaming) | travel days options | More affordable calling and surfing abroad (roaming) | travel data options | More affordable surfing abroad (roaming) | international option | More affordable calling to foreign countries | my country options | Unlimited calling to the country of your choice | freedom share data option | Surf with a second hardware device | protect options | Hardware insurance | call protect option | Unauthorized call insurance |
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| my country options | Unlimited calling to the country of your choice | | | | | | | | | | | | | | | | |
| freedom share data option | Surf with a second hardware device | | | | | | | | | | | | | | | | |
| protect options | Hardware insurance | | | | | | | | | | | | | | | | |
| call protect option | Unauthorized call insurance | | | | | | | | | | | | | | | | |
| Support | Free technical support over the phone at 0800 707 707 | | | | | | | | | | | | | | | | |
| Contract components | <ul style="list-style-type: none"> - Contract for mobile phone services - Special provisions for mobile telephony services - General terms and conditions | | | | | | | | | | | | | | | | |