

Freedom europe data

The flexible all-flat mobile subscription for Switzerland and Europe without a minimum duration:

In Switzerland

- Unlimited calls to all networks
- Unlimited SMS/MMS within Switzerland
- Unlimited surfing with 4G+ high speed

While abroad

- Unlimited surfing in 44 countries, including 40 GB high speed

Mobile subscription

	Charges
Basic monthly fee (without discounts)	CHF 75.00
Combination prices Validity of the Sunrise advantage/Sunrise One discount in promotions	CHF 67.50 with a combination of a Sunrise Home Internet, landline and TV product. CHF 65.00 with a Sunrise Home Unlimited (Sunrise ONE) combination. Requirement: All products must be invoiced on the same bill. For subscriptions with offer-related advantages (e.g. subscriptions with a reduced basic fee, subscriptions with free services, or subscriptions with free or reduced devices), the Sunrise advantage or Sunrise One discount will be paused during the promotion period. For promotions with a reduced basic fee (as of September 16, 2019), this applies for the period of the price reduction; for promotions with free or reduced devices (as of March 16, 2020), this applies for the set contract duration of the subscription that is eligible for a discount. For Sunrise Home products, the suspension of the discount applies to the basic fees of all subscriptions (Internet, landline network, TV).
Activation fee (including SIM)	CHF 55.00
Options activated by default	- travel day pass data option: CHF 1.90 – 100 MB for 24 hours. Roaming in the USA, Canada, and Puerto Rico. Only with actual use. Option can be deactivated. More information under Sunrise roaming.

	Mobile Internet in Switzerland
Data volume	Unlimited
4G+ high speed Data speed	Unlimited
Maximum speed	4G+ network (high speed) 700 Mbit/s (download) and 300 Mbit/s (upload)

	Charges
Note	<p>The transmission speeds listed represent optimal performance and are not 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.</p> <p>Excessive use of mobile network services can impair network performance which has a direct effect on other mobile network customer's user experience. In order to prevent this situation, Sunrise will temporarily deprioritize data traffic of customers who reach a certain limit value. This generally only becomes noticeable when carrying out more data-intensive activities and only on antenna cells that are temporarily overloaded. More information you will find on our website.</p>
	Calling in Switzerland
Calls to Sunrise mobile phones	Unlimited Calls to special numbers (e.g. 084x, 090x, 18xx), short numbers, and value-added services are excluded.
Calls to other Swiss mobile networks	Calls to special numbers (z.B. 084x, 090x, 18xx), short numbers, and value-added services are excluded from the unlimited volume.
Calls to all Swiss landlines	Calls to special numbers (z.B. 084x, 090x, 18xx), short numbers, and value-added services are excluded from the unlimited volume.
SMS, MMS to all Swiss networks	Unlimited
Incoming calls	Free
Special and short numbers	<p>Calls to special and short numbers are charged at special rates. See price list for special and short numbers.</p> <p>084x (0840, 0842, 0844, 0848): Same rate for shared cost numbers, regardless of the location in Switzerland from which the phone call is made, at most 7.5 cents per minute (plus VAT, maximum cost for a domestic connection to a landline network). Final amount per call is rounded to 10 cents.</p>
Blocking of VAS numbers	Chargeable value-added numbers (090x numbers) can be blocked on request.
Toll-free numbers	0800: Calls to these numbers are free
Call forwarding	To the Sunrise mailbox free of charge. Otherwise, you will be charged the amount that would be due if you called the forwarding number from your own phone.
Listening to voice messages	Free
Saving voice messages	15 days
Call billing increments	By the minute. Every partially used minute will be charged as a full minute.

Calling in Switzerland	
Connection setup fee	None
Calling to foreign countries (international)	
International calls	The prices depend on the country called. If the relevant subscription does not have any credit or all the credit has been used, calls to foreign countries will be charged at the standard rate:
Standard rates	See prices for international calls
SMS/MMS to foreign countries	CHF 0.25 per SMS CHF 1.00 per MMS
Call 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. These connections 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 the price list for international value-added service numbers.
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 subscribers through a satellite connection	Calls made from Switzerland to participants with a mobile phone number who are, for example, located on a cruise ship where the call is connected by satellite, are charged the normal Swiss domestic rate. The subscriber receiving the call will pay the satellite roaming rate for the incoming call (see roaming price list).
Calls to subscribers with a satellite number	Calls made from Switzerland to a satellite number (e.g. with area code 0087 or 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)	
Mobile Internet in 44 countries	Unlimited data volume With 40 GB maximum possible high speed included; after that, continue unlimited surfing with reduced speed (download 256 kbit/s, upload 128 kbit/s) The speed of 256 kbit/s allows you to use basic Internet features such as e-mail, messaging, and surfing. When streaming audio or video, you may experience more buffering than usual. You may also see slower load times with websites containing large files. The maximum possible speed (high speed) depends on the mobile network abroad. 4G high speed is not available everywhere. List of countries / roaming partners can be found at sunrise.ch/roaming
Exception	Excluding data connections in overseas territories and via satellite (airplane, boat),

	<p>Calls and mobile Internet abroad (roaming) which are blocked for data roaming.</p>
<p>Country list (44 countries)</p>	<p>Åland, Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Greenland, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Norway, Netherlands, Poland, Portugal (incl. Madeira, Azores), Romania, San Marino, Slovakia, Slovenia, Spain (incl. Canary Islands, Balearic Islands), Spitsbergen and Jan Mayen, Sweden, Turkey, United Kingdom, and the Vatican City.</p> <p>European continent except: Albania, Belarus, Bosnia, Kazakhstan, Kosovo, Macedonia, Moldova, Montenegro, Russia, Serbia, Ukraine.</p>
<p>Overview of roaming Cost protection</p>	<p>Region 1</p> <ul style="list-style-type: none"> - The travel day pass data option is installed by default. - Data roaming at the standard rate is deactivated by default. - Call network roaming (calling, SMS, MMS) at the standard rate is activated by default. <p>Region 2-3</p> <ul style="list-style-type: none"> - The travel day pass data option is not available. - Data roaming at the standard rate is deactivated by default. - Call network roaming (calling, SMS, MMS) at the standard rate is activated by default. <p>All regions</p> <ul style="list-style-type: none"> - Incoming voice messages in the Sunrise mailbox are free worldwide. - Attractive roaming data packages.
<p>Activation and deactivation of roaming at standard rate</p>	<p>Data roaming abroad at the standard rate (billed according to MB usage) is deactivated by default and can be activated in the Roaming Cockpit.</p> <p>Calling and SMS roaming abroad are activated by default.</p> <p>In order to activate data roaming at the standard rate in Region 1, the travel day pass data option first has to be deactivated.</p>
<p>Sunrise Cockpit</p>	<p>The Sunrise Cockpit is available at: cockpit.sunrise.ch (free access worldwide). The Cockpit offers the following features:</p> <ul style="list-style-type: none"> - Roaming settings <ul style="list-style-type: none"> - Turn the Sunrise voice mailbox on or off abroad - Allow or block calls, SMS, and data connections on ships and in airplanes - Activation, deactivation of roaming at the standard rate - Choose to receive/not receive the roaming info SMS - Cost control limit for data roaming - Information on installed data packages - Information on data volume used - Deactivation of travel day pass option - Purchase of attractive roaming options - Roaming standard rates
<p>travel day pass data (USA, Canada, and Puerto Rico)</p>	<p>This option is installed with your subscription by default for the purpose of cost protection and will be activated automatically when it is first used in the USA, Canada, or Puerto Rico:</p> <p>100 MB for CHF 1.90, valid for 24 hours.</p> <p>When the 24 hour use duration runs out, any unused data volume will expire. If another mobile Internet connection is made after the duration of use expires, the option will be</p>

	<p>Calls and mobile Internet abroad (roaming)</p> <p>automatically renewed at the price of CHF 1.90 for another data credit of 100 MB for 24 hours.</p> <p>If the data credit of 100 MB is used up <u>within 24 hours</u>, you will no longer be able to surf. The option is not automatically reactivated. However, you can purchase an additional 100 MB for CHF 1.90 in the Sunrise Cockpit.</p> <p>You can review the remaining duration of use or the remaining data credit in the Sunrise Cockpit at cockpit.sunrise.ch.</p> <p>The travel day pass data option for the USA, Canada, and Puerto Rico can be uninstalled in the Sunrise Cockpit. To be able to surf abroad without this option, you will have to activate data roaming at the standard rate in the Sunrise Cockpit.</p> <p><u>Note:</u> In the USA, Canada, and Puerto Rico, the travel day pass option (100 MB for CHF 1.90) replaces more expensive roaming at the standard rate (1 MB for CHF 1.00). We therefore advise against manually deactivating the option.</p>
Roaming standard rates	<p>The usage-based rates depend on the country in which you are located (Regions 1-3). It is billed based on MB usage. If the subscription concerned does not include any credit or data package 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"> - Outgoing calls - Incoming calls - SMS/MMS - Mobile Internet and data usage <p>See roaming price list.</p> <p>Roaming data packages are recommended in order to keep costs down.</p>
Call 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 value-added services typical for the respective country may be charged at a higher rate. Such calls are not part of any available included 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 like special numbers, and are not part of the available included calling time credit.
Satellite roaming	<p>Roaming through satellite connections, such as on airplanes and cruise ships, is charged at higher rates.</p> <p>Only satellite connections via calls/SMS/MMS are possible. Data roaming is blocked.</p>
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>Free</p> <p>Deactivate mailbox: #145# Activate mailbox: *145#</p>
Listening to voice messages	Calls made to the Sunrise mailbox from abroad for the purpose of listening to voice

	<p>Calls and mobile Internet abroad (roaming)</p> <p>messages are charged at the standard roaming rate.</p>
Data billing increments	<p>Region 1: in 100 KB increments Region 2: in 100 KB increments Region 3: in 20 KB increments Increments are billed per session.</p>
Cost control roaming	<p>Every time you go abroad, you will automatically receive an SMS informing you of the applicable roaming rate. Receipt of the roaming info SMS can be switched on or off in the Sunrise Cockpit or in My Sunrise.</p> <p>Sunrise data alert is activated by default with a monthly cost limit of CHF 100.00. The limit can be changed or deactivated in the Sunrise Cockpit or in My Sunrise. When 50% of the set limit is reached, an SMS info message 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 accrued within one calendar month without the charges for roaming options or roaming data packages.</p> <p>The roaming cost limit includes the roaming data costs accrued within one calendar month. Under certain circumstances and depending on the country where you are surfing the Internet, there may be a time delay between the time when the roaming volume is generated and the time we send the alert SMS or block data usage.</p>
	<p>Contract duration</p>
Activation	<p>The subscription is activated on the day you register or on the requested date if the number is being ported.</p>
Contract without minimum duration, Cancellation	<p>No minimum duration. The subscription can be cancelled at the end of each month with a notice period of 60 days.</p>
Contract with minimum duration, Cancellation	<p>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 the end of each month subject to 60 days' prior notice.</p>
Early cancellation, costs	<p>If the subscription is canceled before reaching the minimum contract duration, the customer must pay the recurring monthly basic charges in full up to the end of the minimum contract duration.</p> <p>The amount of the monthly recurring basic fees is determined based on the usual basic fee of the respective subscription plus any promotion surcharges, provided that different conditions do not apply to the offer concerned.</p> <p>When the minimum contract duration is over and for contracts without a minimum duration, the customer may cancel their contract without observing the regular notice period only if they pay the basic monthly fees up to the end of the regular termination date plus an additional CHF 100.00.</p>

Contract duration																	
Cancellation contact	<p>The subscription must be canceled either by phone or through Sunrise Chat. You can find more details at sunrise.ch/kuendigung. Cancellations submitted via letter or e-mail are not valid. Written cancellation 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 during the course of the porting process.</p> <p>Cancellation by phone</p> <ul style="list-style-type: none"> - From within Switzerland: 0800 100 600 (free of charge) - From abroad: +41 58 777 01 01 <p>Cancellation via Sunrise Chat</p> <ul style="list-style-type: none"> - The link to the chat is available at sunrise.ch/kuendigung 																
Switching subscriptions	<p>Switching from one Sunrise Freedom subscription to another can generally be done at any time and is always free of charge. Depending on the offer, there may be limits on switching a subscription, or the switch might depend on certain conditions.</p> <p>If you switch, the monthly high-speed data volume that has already been used at the previous rate will be counted against the data allowance for the new rate.</p>																
Billing	<p>The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until cancellation. If a customer signs up for or changes a mobile subscription during a billing month, the basic monthly fee and included services (minutes, SMS, MB, etc.) are billed on a prorated basis.</p>																
Miscellaneous																	
Included volume	<p>Any part of your included data and calling quota that is not used in a specific billing period will expire and will not be carried forward to a subsequent billing period.</p>																
Service fees	<p>See service fee price list</p>																
Replacement SIM	<p>CHF 55.00 to replace a SIM or obtain a SIM in a new format.</p>																
Bills	<p>Bill by e-mail: Free Bill by mail without detailed connection listing: CHF 3.00 Bill by mail with detailed connection listing: CHF 4.00</p>																
Wi-Fi calling	<p>If there is a weak signal in your apartment, Wi-Fi calling improves reception for mobile calling. More information: sunrise.ch/wificalling.</p>																
Device plan	<p>One mobile phone or tablet can be purchased with each Freedom subscription with a down payment starting at CHF 1.00 and 24 monthly installments, with no interest and no extra charges. With the extra SIM surf & talk option, a second device can be purchased for the Freedom subscription with installment payments.</p>																
Sunrise network coverage	<p>See network coverage map.</p>																
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 abroad</td> </tr> <tr> <td>mycountry options</td> <td>Unlimited calls to a country of their choice</td> </tr> <tr> <td>extra SIM surf & talk</td> <td>Surf and call with a second device</td> </tr> <tr> <td>protect options</td> <td>Device insurance</td> </tr> <tr> <td>call protect option</td> <td>Call misuse 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 abroad	mycountry options	Unlimited calls to a country of their choice	extra SIM surf & talk	Surf and call with a second device	protect options	Device insurance	call protect option	Call misuse insurance
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call protect option	Call misuse insurance																

	Miscellaneous
Set-up/Personalization	At sunrise.ch/help you can find useful information and other options for your product. These include, for example, product setup options, call transfer, call suppression and tips for securing your product.
Support	Free technical phone support at 0800 707 707
Components of the contract	<ul style="list-style-type: none">- Contract for mobile phone services- Provisions for proper use of mobile Internet- Special provisions for mobile telephony services- General Terms and Conditions <p>All documents are available at www.sunrise.ch/agb.</p>
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