

Sunrise Home internet start

The Internet subscription with no additional landline connection fee, modularly combinable with landline phone and TV:

- Download up to 50 Mbit/s
- Upload up to 50 Mbit/s (50 Mbit/s with fiber optics)

Internet subscription

	Costs
Basic monthly fee (without discount)	CHF 50.00
Landline connection fee	Included
Activation fee	CHF 79.00 There is no activation fee if a Sunrise landline connection has already been set up.
WLAN modem	Included (on loan) Type: FRITZ!Box or Sunrise Internet Box
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 invoiced on the same bill. The Sunrise Advantage is <u>not</u> granted for subscriptions with a reduced monthly basic fee for the duration of the discount.
	Internet Services
Data traffic	Unlimited
Download speed	Up to 50 Mbit/s
Upload Speed	Up to 50 Mbit/s (with fiber optic connection 50 Mbit/s)
WLAN	WLAN can be used through the modem.
IP address	Usually dynamic for private customers.
Individual Speed	The transmission speeds listed represent optimal performance and cannot be guaranteed. Actual Internet speed depends on individual factors under the influence of the customer or a third party, such as the 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. With insufficient bandwidth, the

	Internet Services
	simultaneous use of Internet and TV can affect the speed of Internet traffic.
	Contract duration
Minimum duration	12 months
Cancellation	The subscription can be terminated subject to 60 days prior notice to the end of the minimum contract duration. After expiration of the minimum contract duration, the subscription can be terminated at the end of each month subject to 60 days prior notice
Cancellation contact	<p>The termination of the subscription must be done either over the phone or via Sunrise Chat. Visit www.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 (0)800 100 600 <p>Monday to Friday 8:00 a.m. – 7.00 p.m.</p> <p>Termination via Sunrise Chat.</p> <ul style="list-style-type: none"> - The link to the chat is available on www.sunrise.ch/cancellation <p>Monday to Friday 8:00 a.m. – 7.00 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 Sunrise Home Internet subscriptions free of charge.
Invoicing	The basic fee is invoiced after activation. The basic fee is automatically invoiced on a monthly basis until cancellation. 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 and TV/radio services.
Fiber optics	You can find all the information about fiber optic connections and their availability at sunrise.ch/fiber
Sunrise Mobile Broadband	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.

	Miscellaneous
Home installation	<p>CHF 199.00 fixed price</p> <p>Included: Travel expenses to and from the installer's offices to the customer, analysis of existing building installation, basic connection to the network - home junction box (UPK) - if necessary, installation of the router (connection to electricity and telephone socket, router startup, configuration of the connection for a computer (through ethernet, WLAN, or a connection kit), connection of a maximum of 2 phone/fax hardware devices, function check for landline, Internet, and Sunrise TV, short introduction to Sunrise TV</p> <p>Not included in the scope of services: Installation or modification 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	See service fee price list
Support	<p>Free technical support over the phone at 0800 707 707 (Mon. – Sat., 8:00 a.m. to 10:00 p.m., Sun., 9:00 a.m. to 10:00 p.m.)</p>
Contract components	<ul style="list-style-type: none"> - Contract for Internet, landline, and TV services - Special conditions for Internet, landline and TV - Sunrise mail user conditions - General terms and conditions
Status	24.02.2021