

## Sunrise Home phone comfort

Sunrise landline calling subscription with no landline connection fee for unlimited calls to all Swiss landline and mobile networks.

### Landline subscription

	Costs
<b>Basic monthly fee (without discount)</b>	CHF 15.00
<b>Landline connection fee</b>	Included
<b>Activation fee</b>	None
<b>Prerequisite</b>	You must have a Sunrise Home Internet subscription (starting at CHF 50.00/month) in order to purchase this service.
<b>Sunrise advantage</b>	<p>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.</p> <p>The Sunrise Advantage is <u>not</u> granted for subscriptions with a reduced monthly basic fee for the duration of the discount.</p>

	Calling in Switzerland
<b>Calls to landlines</b>	<p>Unlimited</p> <p>Calls to special numbers (e.g. 084x, 090x, 18xx) and value-added services are excluded.</p>
<b>Calls to mobile networks (all providers in Switzerland)</b>	<p>Unlimited</p> <p>Calls to special numbers (e.g. 084x, 090x, 18xx) and value-added services are excluded.</p>
<b>Incoming calls</b>	Free
<b>Connection fee</b>	None
<b>Special and short numbers</b>	To view the price list, visit <a href="http://sunrise.ch/specialnumbers">sunrise.ch/specialnumbers</a>
<b>To block value-added service numbers</b>	Chargeable value-added numbers (090x or 0960x numbers) can be blocked on request.
<b>Toll-free numbers</b>	<p>0800: Calls to these numbers are free*</p> <p>084x (0840, 0842, 0844, 0848): Shared cost numbers: Same rate regardless of the location in Switzerland from which the phone call is made, but no more than 7.5 cents per minute (+VAT, maximum price for a domestic connection to a landline).</p>
<b>Call forwarding</b>	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.
<b>Listening to voice messages</b>	Free
<b>Storing</b>	8 days Sunrise mailbox, 15 days Sunrise mailbox pro

Calling in Switzerland	
<b>Voice messages</b>	
<b>Phone number suppression</b>	Possible
Calling to foreign countries (international)	
<b>Calls to foreign landlines</b>	Country group 1: CHF 0.30 / Min. Country group 2: CHF 0.40 / Min. Country group 3: CHF 0.65 / Min. Country group 4: CHF 0.70 / Min. Country group 5: CHF 1.20 / Min. Country group 6: CHF 1.35 / Min.
<b>Calls to foreign mobile networks</b>	Country group 1: CHF 0.60 / Min. Country group 2: CHF 0.80 / Min. Country group 3: CHF 0.85 / Min. Country group 4: CHF 0.90 / Min. Country group 5: CHF 1.20 / Min. Country group 6: CHF 1.35 / Min.
<b>Country group 1</b>	Austria, Belgium, Canada, Denmark, Finland, France, Germany, Italy, Liechtenstein, Netherlands, Norway, Spain (incl. Balearic, Canary), Sweden, United Kingdom UK (incl. Guernsey, Isle of Man, Jersey), USA (incl. Alaska, Hawaii), Vatican City. Overseas territories of the countries listed are excluded.
<b>Country group 2</b>	Andorra, Australia, Faeroe Islands, Gibraltar, Greece, Ireland, Iceland, Israel, Luxembourg, Malta, Monaco, New Zealand, Portugal (incl. Madeira, Azores), San Marino, Cyprus
<b>Country group 3</b>	Albania, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Czech Republic, Estonia, Hong Kong, Hungary, Japan, Kosovo, Latvia, Lithuania, Macedonia, Moldova, Montenegro, Poland, Romania, Russia, Serbia, Singapore, Slovakia, Slovenia, Turkey, Ukraine
<b>Country group 4</b>	Algeria, Argentina, Brazil, Chile, China, Dominican Republic, East Timor, Egypt, Indonesia, Libya, Malaysia, Morocco, Mexico, Philippines, Puerto Rico, South Africa, South Korea, Taiwan, Thailand, Tunisia, Virgin Islands (USA),
<b>Country group 5</b>	Angola, Armenia, Azerbaijan, Bahrain, Bangladesh, Belize, Benin, Bhutan, Bolivia, Botswana, Brunei, Burkina Faso, Burundi, Cameroon, Central Africa Republic, Columbia, Congo Brazzaville, Congo Democratic Republic, Costa Rica, Djibouti, Ecuador, El Salvador, Equatorial Guinea, French Antilles, French Guyana, French Polynesia, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guadeloupe, Guatemala, Guinea, Honduras, India, Iran, Jamaica, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Lebanon, Lesotho, Liberia, Martinique, Mauritania, Mongolia, Mozambique, Nepal, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestine, Papua New Guinea, Paraguay, Peru, Qatar, Rwanda, Saint Barthélemy, Saint Martin, Saudi Arabia, Sierra Leone, Sri Lanka, Syria, Tajikistan, Tanzania, Trinidad and Tobago, Turkmenistan, Uganda, United Arab Emirates, Uruguay, Uzbekistan, Venezuela, Zambia, Zimbabwe
<b>Country group 6</b>	Afghanistan, American Samoa, Anguilla, Antarctic, Antigua and Barbuda, Aruba, Ascension, Bahamas, Barbados, Bermuda, Cambodia, Cape Verde Islands, Caribbean, Cayman Islands, Chad, Christmas Island, Comoros, Cook Islands, Cuba, Diego Garcia, Dominica, Eritrea, Ethiopia, Falkland Islands, Federated States of Micronesia, Fiji, Guam, Guyana, Guinea-Bissau, Haiti, Iraq, Ivory Coast, Kiribati, Laos, Macau, Madagascar, Malawi, Maldives, Mali, Marshall Island, Mauritius, Mayotte, Micronesia, Montserrat, Myanmar, Namibia, Nauru, Netherlands Antilles, New Caledonia, Niue, Norfolk Island, North Korea, Northern Mariana Islands, Palau, Panama, Réunion, Saint Kitts and Nevis, Saint-Pierre and Miquelon, Samoa, Santa Lucia, São Tomé and Príncipe, Senegal, Seychelles, Solomon Islands, Somalia, St. Vincent and the Grenadines, Sudan, Suriname, Swaziland, Tuvalu, Togo, Tokelau, Tonga, Turks and Caicos Islands, Vanuatu, Vietnam, Virgin Islands (GB), Yemen

	Calling to foreign countries (international)
<b>Connection fee</b>	The connection fee for calls made to foreign landline and mobile networks amounts to half of the per minute price of the country being called.
<b>Calling billing increments</b>	By the second
<b>Special and short numbers</b>	Connections to special numbers, short numbers, and value-added services abroad are excluded from the standard rate and included calling credit. Connections of this nature may be charged at a higher rate. Note: Calls from Switzerland to certain value-added services or special numbers abroad can be blocked.
<b>Toll-free numbers</b>	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.
<b>Calls to participants through a satellite connection</b>	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 (see roaming price list).
<b>Calls to participants with a satellite number</b>	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.
<b>Call forwarding abroad</b>	Calls forwarded to a foreign phone number will be charged at the usual standard rate for outgoing phone calls made to foreign numbers.

	Contract duration
<b>Minimum duration</b>	None
<b>Cancellation</b>	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.
<b>Switching subscriptions</b>	You can always switch between Sunrise Home phone subscriptions free of charge.
<b>Invoicing</b>	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
<b>Phone number porting</b>	You can keep your old phone number when you switch to Sunrise, even if you will be switching to an area with a different area code (e.g. from 031 to 044). When this occurs, your area code will no longer be associated with the area you live in. If the old phone number is not ported and a new phone number is activated, the old phone number will remain blocked for six months. After that, it will be given to someone else. Sunrise will take care of the formalities associated with porting.
<b>Alarm</b>	Sunrise Home phone comfort is not meant to be used with security systems with analog dial hardware (e.g. alarms). For more information, please contact our support department.
<b>Telephone hardware</b>	Not included. The hardware must be connected to the Sunrise Modem (Sunrise Home internet) and be compatible with the Sunrise landline infrastructure.

	Miscellaneous	
<b>Emergency calls</b>	As a rule, emergency calls can only be guaranteed for the installation address specified in the contract.	
<b>Available options</b>	Mycountry flat option global option	Flat calls to the country of your choice Lower per-minute prices in many countries
<b>Support</b>	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.)	
<b>Contract components</b>	<ul style="list-style-type: none"> <li>- Contract for Internet, landline, and TV services</li> <li>- Special conditions for Internet, landline and TV</li> <li>- Sunrise mail user conditions</li> <li>- General terms and conditions</li> </ul>	
<b>Status</b>	24.02.2021	