

Sunrise Home phone start

Sunrise landline calling with no basic monthly fee for the infrequent user.
With no landline connection fee.

Landline calling

	Costs
Basic monthly fee (without discount)	None. Only the individual connections are charged to your bill.
Landline connection fee	Included
Activation fee	None
Prerequisite	You must have a Sunrise Home Internet subscription (starting at CHF 50.00/month) in order to purchase this service.
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.
	Calling in Switzerland
Calls to landlines	CHF 0.13 + connection fee CHF 0.20/call Calls to special numbers (e.g. 084x, 090x, 18xx) and value-added services are excluded.
Calls to mobile networks (all providers in Switzerland)	CHF 0.43 + connection fee CHF 0.20/call Calls to special numbers (e.g. 084x, 090x, 18xx) and value-added services are excluded.
Calling billing increments	By the second
Incoming calls	Free
Connection fee	There is no connection fee for free calls.
Special and short numbers	To view the price list, visit sunrise.ch/specialnumbers
To block value-added service numbers	Chargeable value-added numbers (090x or 0960x numbers) can be blocked on request.
Toll-free numbers	0800: Calls to these numbers are free* 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).
Call forwarding	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

Calling in Switzerland	
	yourself.
Listening to voice messages	Free
Storing Voice messages	8 days Sunrise mailbox, 15 days Sunrise mailbox pro
Phone number suppression	Possible

Calling to foreign countries (international)	
Calls to foreign landlines	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.
Calls to foreign mobile networks	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.
Country group 1	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.
Country group 2	Andorra, Australia, Faeroe Islands, Gibraltar, Greece, Ireland, Iceland, Israel, Luxembourg, Malta, Monaco, New Zealand, Portugal (incl. Madeira, Azores), San Marino, Cyprus
Country group 3	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
Country group 4	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),
Country group 5	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

Calling to foreign countries (international)	
Country group 6	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
Connection Fee	The connection fee for calling to fix- and mobile networks abroad is half of the per-minute-price to the according country.
Calling billing increments	By the second
Special and short numbers	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.
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.
Call forwarding abroad	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	
Minimum duration	None
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.
Switching subscriptions	You can always switch between Sunrise Home phone subscriptions free of charge.
Miscellaneous	
Phone number porting	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.
Emergency calls	As a rule, emergency calls can only be guaranteed for the installation address specified in the contract.
Alarm	Sunrise Home phone comfort is not meant to be used with security systems with analogue dial hardware (e.g. alarms). For more information, please contact our support department.

	Miscellaneous	
Telephone hardware	Not included. The hardware must be connected to the Sunrise Modem (Sunrise Home Internet) and be compatible with the Sunrise landline infrastructure.	
Available options	Mycountry flat option global option	Flat calls to the country of your choice Lower per-minute prices in many countries
Support	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.)	
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	