

Sunrise internet 5G

- Home Internet with super fast 5G mobile network technology
- Ultra-short response times, expanded capacity
- Replaces your landline connection with insufficient xDSL connection

	Products and prices		
	Internet start 5G	Internet comfort 5G	Internet giga 5G
Basic charge / month (without discounts)	CHF 50.–	CHF 70.–	CHF 90.–
Download Speed	up to 50 Mbit/s	up to 200 Mbit/s	up to 1 Gbit/s
Upload Speed	up to 50 Mbit/s	up to 100 Mbit/s	up to 100 Mbit/s
Hardware	including	including	including
Activation fee	CHF 79.–	CHF 79.–	CHF 79.–

	General
What is Home internet 5G	Sunrise Internet 5G is super fast internet via the mobile network, for your home. The latest 5G network technology allows for top speed, even in areas in which the fiber optic cable network is not developed yet. This is why this product is most suitable for customers with insufficient, slow, or no landline connection at all.
Advantages of 5G	<ul style="list-style-type: none"> • Ultra-short response times, maximum speed. Noticeable delays are now a thing of the past. 5G will be 10–20 times faster than current 4G and 4G+ connections. This allows you to transmit huge amounts of data in a short time. Perfect for gaming. • Expanded capacity. Via 5G, any number of devices can transmit data simultaneously. Slow Internet connections because everyone is streaming content are a thing of the past. • Very easy installation and easy activation. Thanks to the reliable connection via the 5G network, all the basic applications in small households can be guaranteed.
Availability of 5G	<p>This service is only available in location with Sunrise 5G coverage. You can find out the technical availability for a specific address at any shop or via the Sunrise customer service.</p> <p>5G network coverage map: www.sunrise.ch/5g</p>
Maximum speed	Technical availability is subject to the condition that maximum transmission speeds represent best-case performance and cannot be guaranteed. Actual Internet speeds depend on factors such as topography, network coverage, distance to the transmission station, surrounding structures, signal strength inside/outside buildings, or other factors, and may be slower than the specified maximum Internet speeds. This is subject to local deprioritization and speed reduction measures of limited duration performed for network management purposes.
Important notes	<ul style="list-style-type: none"> • Only TV neo max is available for this product. For details on TV neo max https://www.sunrise.ch/de/privatkunden/sunrise-tv-neo.html • This is subject to local deprioritization and speed reduction measures of limited duration performed for network management purposes.

- Having an Internet subscription is a prerequisite for using Sunrise landline calling.

Sunrise advantage	<p>10% discount off the basic fee when combining a Sunrise Internet, landline, and TV product with a Sunrise mobile subscription. All products must be invoiced on the same bill.</p> <p>The Sunrise advantage will <u>not</u> be granted for subscriptions with a reduced basic fee for the duration of the discount.</p>
--------------------------	--

Hardware	
Network	Sunrise 5G mobile network
Internet router	The sunrise Internet Box 5G will be provided to the customer free of charge and on loan for the duration of the customer's subscription. When the contract is terminated, the device must be returned. Otherwise a fee of CHF 250.– will apply. This product does not have any limitations of data volume.
Relocation	The Sunrise Internet Box 5G must only be used at the registered address of the customer. Relocations must be reported to ensure that emergency calls can be traced.
SIM card	The SIM card is built in permanently into the Internet Box 5G and it does not work with any other device.
Wi-Fi	Using Wi-Fi is possible (via the Sunrise Internet Box 5G)

Contract duration	
Minimum duration	No minimum contract duration
Switching subscriptions	When a customer switches from a different Sunrise Internet subscription during the minimum contract duration, the remaining duration of their previous subscription will be transferred to their new Internet Home 5G product. A switch to a different Sunrise Internet subscription is possible at any time, subject to availability.
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 subscription must be canceled either by phone or through Sunrise Chat. You can find more details at sunrise.ch/cancellation. Cancellations submitted via letter or e-mail are not valid. Written cancellations 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 over the course of the porting process.</p> <p>Cancellation by phone</p> <ul style="list-style-type: none"> • From within the country: 0800 100 600 (free) • From abroad: +41 (0)800 100 600 <p>Cancellation via Sunrise Chat The link to the chat is available at sunrise.ch/cancellation</p>

Miscellaneous	
Landline connection	This product does <u>not</u> require a landline connection.
Support	Free technical phone support at 0800 707 707

	Miscellaneous
Components of the contract	<ul style="list-style-type: none">• Individual customer contract• Special provisions for Internet and TV• General terms and conditions <p>All documents are available at www.sunrise.ch/gtc.</p>