

Mobile start

The flexible mobile subscription with no minimum duration:

- Unlimited calls to Sunrise mobile network
- Unlimited calls to 3 numbers of your choice in every Swiss network
- Unlimited SMS/MMS in Switzerland
- Unlimited surfing in Switzerland
- 1.5 GB per month with 5G speeds up to 50 Mbit/s (where available)

Mobile subscription

	Costs
Basic monthly fee	According to published price lists
Discounts	<p>Sunrise We Benefit</p> <ul style="list-style-type: none"> - When combining a Mobile start subscription with a Sunrise We Home Internet, Landline and TV subscription, there is an additional discount of CHF 10.– on the basic fee of Sunrise We Home S/M/L/XL+. Refer to the Sunrise We Home factsheets for more information. <p>General discount conditions:</p> <ul style="list-style-type: none"> - All products must be invoiced on the same bill. - For subscriptions with offer-related benefits (e.g., subscriptions with a reduced basic fee, subscriptions with free services, or subscriptions with free or reduced hardware), the We Benefit will be paused during the promotion period. For promotions with a reduced basic fee, this applies for the period of the price reduction; for promotions with free or reduced hardware, this applies for the set minimum contract duration of the subscription that is eligible for a discount. For Sunrise We Home products, the suspension of the discount applies to the basic fees of all subscriptions (Internet, landline network, TV).
Activation fee (including SIM card):	CHF 55.–
Options activated by default	<ul style="list-style-type: none"> - Sunrise speed option: Continue surfing with 50 Mbit/s once the included data volume has been used up. CHF 1.50/day until the end of the billing month. Option can be permanently deactivated. See information below on the Sunrise speed option.
	Mobile Internet in Switzerland
Data volume	Unlimited
5G speed Data speed	<p>1.5 GB/month included</p> <p>Once the included 5G speed volume has been used up, the speed will be reduced (256 kbit/s download and 128 kbit/s upload), if the Sunrise speed option is not activated.</p>
Maximum speed	5G network (high speed) 50 Mbit/s (download) and 25 Mbit/s (upload)

Mobile Internet in Switzerland

Sunrise speed option	<p>This option is activated by default. After using up the 5G speed volume included in the respective Sunrise We Mobile rate, one can automatically keep surfing at 5G speeds (up to 50 Mbit/s) for just CHF 1.20 per day. One day is counted starting from the time of first use until midnight of the same day.</p> <p>This option can be permanently deactivated at any time, in which case the customer will be able to keep on surfing free of charge and without limitation, but at a reduced speed (256 kbit/s download and 128 kbit/s upload). The reduced speed allows for the use of basic Internet features such as e-mail, messaging and surfing. When streaming audio or video, longer buffering than usual may occur. Websites containing large files may also take longer to load.</p>
Data billing increments	<p>In 20 KB increments. Every partially used unit will be billed as a full unit.</p>
Note	<p>The transfer speeds represent the best possible performance and cannot be 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 participant'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. Please visit our website for more information.</p>

Calling in Switzerland

Calls to Sunrise mobile network	<p>Unlimited</p> <p>Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded.</p>
Calls to other Swiss mobile and landline networks	<p>Unlimited calls to 3 Swiss phone numbers of one's choice.</p> <p>All other calls CHF 0.55/min.</p> <p>Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded.</p> <p>The favorite phone numbers can be changed each month in My Sunrise.</p>
SMS, MMS to all Swiss networks	<p>Unlimited</p>
Incoming calls	<p>Free</p>
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 centimes per minute (plus VAT, maximum cost for a domestic connection to a landline network). Final amount per call is rounded to 10 centimes.</p>
Blocking value-added service numbers	<p>Chargeable value-added numbers (090x numbers) can be blocked on request.</p>

Calling in Switzerland	
Toll-free numbers	0800: Calls to these numbers are free
Call forwarding	To the Sunrise mailbox free of charge. In other instances, the amount will be charged that would be due if the forwarding number would be called from one's 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.
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 if all the credit has been used up, calls to foreign countries will be charged at the standard rate:
Standard rates	See prices for international calling
SMS/MMS to foreign countries	CHF 0.25 per SMS CHF 1.– 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 to special and short numbers abroad can lead to 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 participants 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 participant being called pays for the incoming call according to the satellite roaming rate (see Roaming price list).
Calls to participants 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.– 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)	
Overview of roaming Cost protection	<ul style="list-style-type: none"> - Data roaming at the standard rate is deactivated by default. - Call network roaming (calling, SMS, MMS) at the standard rate is activated by default. - Calls made to the Sunrise mailbox are free worldwide. - Attractive roaming data packages.
Activation and deactivation of roaming at standard rate	<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>
Sunrise Cockpit	<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 - Purchase of attractive roaming options - Roaming standard rates
Country list Region 1 (46 countries)	<p>Andorra, Austria, Belgium, Bulgaria, Canada, 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, Netherlands, Norway, Poland, Portugal (including Madeira, Azores), Romania, San Marino, Slovakia, Slovenia, Spain (including Canary Islands, Balearic Islands), Sweden, Turkey, United Kingdom (UK), USA (including Alaska, Hawaii and Puerto Rico), Vatican City. Overseas territories of the countries listed are excluded.</p> <p>European continent except: Albania, Belarus, Bosnia, Kazakhstan, Kosovo, Macedonia, Moldova, Montenegro, Russia, Serbia, Ukraine.</p>
Roaming standard rates	<p>The usage-based rates depend on the country in which one is located (Regions 1-3). It is billed based on MB usage. If the relevant subscription does not have any credit or data package, or if it 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>
Hierarchy of roaming credit and options	<p>If several roaming data credits or roaming options are available during a stay abroad, they will be used up in the following order:</p> <ol style="list-style-type: none"> 1) Travel data roaming option – if activated. 2) Travel days roaming options 3) Roaming credit included in the mobile subscription (e.g., Business mobile swiss neighbors) 4) Travel data roaming option – if installed and not activated until now. 5) Roaming standard rates billed based on MB usage – if activated.

Calls and mobile Internet abroad (roaming)	
Call billing increments	<p>Accurate to the second, with rounding to the next 10 centimes per call</p> <p>Exception: Outgoing calls will incur costs equivalent to at least a 30 second call, even if they are shorter.</p>
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 over satellite connections, such as on airplanes and cruise ships, is charged at higher rates.</p> <p>Only satellite connections via call/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.
Transfer to Sunrise mailbox	<p>Free</p> <p>Deactivate mailbox: #145#</p> <p>Activate mailbox: *145#</p>
Listening to voice messages	Calls made to the Sunrise mailbox from abroad to listen to voice messages are charged at the standard roaming rate.
Data billing increments	Accurate to the kilobyte, with rounding to the nearest 10 centimes per session.
Cost control roaming	<p>Every time the customer goes abroad, they will automatically receive an SMS to inform them of the applicable roaming rate. Receipt of the roaming info SMS can be switched on or off in the Sunrise Cockpit or My Sunrise.</p> <p>Sunrise data alert is activated by default with a monthly cost limit of CHF 100.–. The limit can be changed or deactivated in the Sunrise Cockpit or 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: (Free) SMS 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 conditions and depending on the country in which one is surfing, there may be a time delay between generated roaming volume and the sending of an alert SMS or blocking of data traffic.</p>
Contract duration	
Activation	The subscription is activated on the day of registration or on the requested date if the number is being ported.

Contract duration	
Subscriptions without minimum duration, cancellation	A subscription without a minimum duration may be canceled with a notice period of 60 days to the end of each month.
Subscriptions with minimum duration, cancellation	Certain offers may be linked to a minimum contract duration. The terms of the offer apply. In this case, the mobile phone contract can be canceled with a notice period of 60 days to the end of the minimum contract duration. Once the minimum contract duration has expired, the contract may be canceled with a notice period of 60 days to the end of each month.
Subscriptions with a device plan	<p>The cancellation of a mobile subscription will take effect once all outstanding installments of the device plan connected with the mobile subscription have been paid or the device plan is canceled together with the mobile subscription.</p> <p>If the customer cancels the mobile subscription and the device plan at the same time, then the mobile subscription and device plan will both end after the 60-day notice period expires. Any outstanding installments on the device plan at this time are due immediately and must be paid off all at once. If several device plans are associated with the mobile subscription, then all the device plans with unpaid installments must be canceled with the mobile subscription.</p> <p>If the customer only cancels the mobile subscription and not all installments of the device plan have been paid by the cancellation date, then the cancellation date of the mobile subscription will be postponed to the end date of the device plan (that is, 24 months after the device was received). If several device plans are associated with the mobile subscription, then the cancellation date of the mobile subscription will be postponed to the end date of the most recent device plan. See www.sunrise.ch/cancellation for details.</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 has expired 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.–.</p>
Cancellation contact	<p>The subscription must be canceled either by phone or through Sunrise Chat. More details are available 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 (toll-free) - 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/cancellation

Contract duration																			
Switching subscriptions	<p>Switching from one Sunrise We 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>When switching, 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	The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until the option is canceled. 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.																		
Miscellaneous																			
Included volume	Any part of the 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.																		
Service fees	See price list service fees .																		
Replacement SIM	CHF 55.– to replace a SIM or obtain a SIM in a new format.																		
Bill	<p>Bill by e-mail: free</p> <p>Bill by mail without detailed connection listing: CHF 3.–</p> <p>Bill by mail with detailed connection listing: CHF 4.–</p>																		
Wi-Fi Calling	When there is weak reception inside your residence, Wi-Fi Calling will improve reception for mobile calling. More information at: sunrise.ch/wificalling .																		
Device plan	One device can be purchased with each Sunrise We subscription for a down payment starting at CHF 1.– and 24 monthly installment payments, with no interest and no extra charges. With the We Connect extra SIM surf option, a second device can be purchased for the Sunrise We subscription with installment payments.																		
Sunrise network coverage	See network coverage map .																		
Available options	<table border="0"> <tr> <td>travel talk options</td> <td>More affordable calling while abroad (roaming)</td> </tr> <tr> <td>travel days options</td> <td>More affordable calling and surfing while abroad</td> </tr> <tr> <td>travel data options</td> <td>More affordable surfing while abroad (roaming)</td> </tr> <tr> <td>travel unlimited US & Canada</td> <td>More affordable internat. calling and while abroad</td> </tr> <tr> <td>international option</td> <td>More affordable international calls</td> </tr> <tr> <td>my country options</td> <td>Unlimited calls to a country of choice</td> </tr> <tr> <td>We Connect extra SIM surf</td> <td>Surf with a second device</td> </tr> <tr> <td>protect options</td> <td>Insurance for the device</td> </tr> <tr> <td>call protect option</td> <td>Call misuse insurance</td> </tr> </table>	travel talk options	More affordable calling while abroad (roaming)	travel days options	More affordable calling and surfing while abroad	travel data options	More affordable surfing while abroad (roaming)	travel unlimited US & Canada	More affordable internat. calling and while abroad	international option	More affordable international calls	my country options	Unlimited calls to a country of choice	We Connect extra SIM surf	Surf with a second device	protect options	Insurance for the device	call protect option	Call misuse insurance
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protect options	Insurance for the device																		
call protect option	Call misuse insurance																		
Set-up/personalization	Find useful information and more options for your product at sunrise.ch/help . This includes information on setting up your product, call transfers, number suppression and tips on the safety of your product.																		
Support	Free technical phone support at 0800 707 707																		

	Miscellaneous
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/gtc.</p>
Version	05.2022