

## Sunrise Prepaid Young basic

### Prepaid rate

| General   |   |
|---|---|
| Basic monthly fee                               | None  |
| Minimum duration                                | None  |
| Available for                                   | Everyone under 30 – when you turn 30, you automatically migrate to the prepaid rate for Sunrise Prepaid airbag. You will be notified of the migration via SMS.  |
| Mobile Internet in Switzerland                  |   |
| Mobile Internet                                 | CHF 0.69 per day of use<br>Cost airbag only valid for mobile data in Switzerland. A day of use begins at the time of initial use and ends at midnight of the same day.  |
| Data volume                                     | Unlimited   |
| Data speed                                      | The first 20 MB/day at LTE/ 4G high speed then reduced speed down to 256 kbit/s (Download) 128 kbit/s (Upload)<br><br>LTE/ 4G high speed up to 100 Mbit/s (download) and 50 Mbit/s (upload)<br><br>The speed of 128 kbit/s allows the use of basic Internet features such as email, messaging and surfing. Audio and video streaming may be buffered, and websites with large files may be build up with a delay. |
| Note  | The transmission speeds listed represent optimal performance and are not 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.   |
| Calling in Switzerland                          |   |
| Calls to all Swiss landline and mobile networks | CHF 0.69/hour (Calls to 4 seconds costs 5Rp.)<br>At that time, the call will be disconnected. The cost airbag does not include calls to special and value-added service numbers (such as 18xx, 084x or 090x).   |
| Cost for SMS/MMS to all Swiss networks          | CHF 0.20 per SMS/MMS<br>(25 SMS/MMS included per month)   |
| Incoming calls                                  | Free  |
| Special and short numbers (08xx, 090x)          | Calls to special and short numbers are charged at special rates.<br>See the <a href="#">price list for special and short numbers</a> .  |
| Blocking value-added service numbers            | Chargeable value-added numbers (090x numbers) can be blocked on request.  |

| Calling in Switzerland                              |  |
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| Call forwarding                                     | To the Sunrise mailbox free of charge.<br>Otherwise, you will be charged the amount due if you called the forwarding number from your 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                                 | Costs for international calls are country-specific.<br>See <a href="#">prices for international calls</a>  |
| International SMS/MMS                               | CHF 0.22 per SMS<br>CHF 1.00 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.<br><a href="#">See international VAS number price list.</a><br><br>Note: Calls from Switzerland to specific 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.  |
| Calls to subscribers through a satellite connection | Calls made from Switzerland to subscribers with a mobile phone number where the call is connected through a satellite (for example, when the subscriber is on a cruise ship) are charged at the normal Swiss domestic rate. The subscriber receiving the call will pay the satellite roaming rate for the incoming call (see roaming price list).                                  |
| Calls to subscribers 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 16.00 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)          |  |

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| Prepaid direct roaming                     | <p>Prepaid direct roaming (calling without callback) makes it possible to establish a direct connection while in a foreign country where Sunrise has a partner facilitating this service. Standard roaming rates apply.</p> <p>In the few countries where Sunrise prepaid direct roaming is not available, calls can be made as follows: *111* + country code + phone number + # and then the call button (e.g. telephone receiver).</p>     |
| Roaming standard rates                     | <p>The rates depend on the country where you are located (Regions 1-3). If the subscription concerned does not have credit or the credit has been used up, the following services will be charged at the standard roaming rate:</p> <ul style="list-style-type: none"> <li>- Outgoing calls</li> <li>- Incoming calls</li> <li>- SMS/MMS</li> <li>- Mobile Internet and data usage</li> </ul> <p>See <a href="#">roaming price list</a>.</p> |
| Call billing increments                    | <p>Accurate to the second, with rounding to the nearest 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 premium rate services typical for the respective country may be charged at a higher rate. Such calls are not included in the available discretionary 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 as special numbers are, and they are not included in the available discretionary 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.  |
| Forwarding to the Sunrise mailbox          | <p>If a message is received in your mailbox during a stay abroad, the cost of the incoming call to the mobile device and the cost of forwarding from the mobile device back to the mailbox in Switzerland are charged at the standard roaming rate.</p> <p>Deactivate mailbox: #145#<br/>Activate mailbox: *145#</p>   |
| Listening to voice messages                | Calls made to the Sunrise mailbox from abroad in order 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 for data connections          | Every time you go abroad, you will automatically receive an SMS informing you of the applicable roaming rate.  |

| Contract duration, credit                          |  |
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| Registration and activation                        | You must register in person at a Sunrise shop and have a valid passport or ID card with you. The SIM is not activated until the purchaser is lawfully registered. We reserve the right to decline the sale or registration of several SIM to the same person.  |
| Change to Sunrise Prepaid Young                    | Customers with a different prepaid rate can change via SMS with Text "YOUNGWA" to 5522 to Sunrise Prepaid Young.   |
| Where/how to reload                                | <p><u>In Switzerland:</u><br/>With a credit card, at ATM machines, at post offices, at Post ATM machines, through Post-finance accounts, at SBB ATM machines, via Sunrise billing, at any Sunrise center, and at many retail locations (including Migros, Coop, Denner, Interdiscount, Fust, gas station shops, newsstands and specialized retailers)</p> <p><u>Abroad:</u><br/>With your credit card via sunrise.ch/creditcard, with a reload code, or via Sunrise billing</p>  |
| Checking your balance                              | <p>Key combination *121#</p> <p>In certain situations, there might be a time lag between the time the volume is used and the time the charge is applied.</p>   |
| Time-delayed billing                               | In certain situations, there might be a delay with billing for the connection costs (such as with roaming). This may lead to a negative balance, which always must be paid.  |
| Cancellation due to non-use                        | If a prepaid mobile connection is not used for 12 months, Sunrise reserves the right to suspend the mobile connection with no advance notice. If the customer does not request reactivation of the connection within the next six months, Sunrise reserves the right to cancel the contract and reclaim the phone number so it can be reissued.  |
| Account balance                                    | <p>The disbursement of prepaid balances is generally not possible. This also applies to balance transfers to another prepaid product.</p> <p>Disbursements due to the deactivation of a connection are the exception.</p> <p>There is no right of disbursement regarding initial balances, refill activities, and bonus balances. The processing fee is CHF 30.00 per phone number, which will be deducted directly from the prepaid balance to be disbursed.</p> <p><u>Prepaid SIM status</u></p> <p><u>Active</u><br/>Last chargeable use within the last 365 days (12 months)</p> <p><u>Suspended</u><br/>Last chargeable use between 366 days and 548 days (12 to 18 months) The prepaid phone number can be activated in <a href="#">My Sunrise</a>, at a <a href="#">Sunrise shop</a>, or by contacting Sunrise Customer Care. Once the phone number is activated, a chargeable service must be used within 30 minutes (call, SMS, MMS, data). Then, the status of the prepaid changes back to "active".</p> <p><u>Deactivation</u><br/>Last chargeable use more than 549 days (18 months) Sunrise has the right to cancel the prepaid contract. The phone number in question is returned to Sunrise without compensation and is reassigned.</p> |
| Transferring a SIM to another person is prohibited | If a prepaid SIM is transferred to another person, we will continue to notify the responsible authorities, upon their inquiry, of the name and address of the initial purchaser. If a criminal act is committed using a transferred prepaid SIM, the initial purchaser can potentially be prosecuted for complicity, aiding and abetting or obstruction of justice.  |

| Miscellaneous            |   |
|--------------------------|---|
| Prepaid Rate Plan Change | <p>You can switch to a current Sunrise Prepaid rate plan any time. The phone number remains unchanged.</p> <p>"AIRBAG" for Sunrise Prepaid airbag<br/>         "UNLIMITED" for Sunrise Prepaid Unlimited<br/>         "YOUNGWA" for Sunrise Prepaid Young (for people under 30)</p> <p>Sample SMS:<br/>         Text "UNLIMITED" to the short number 5522 (no charge). You can also conveniently change the rate in My Sunrise.</p> <p>Info:<br/>         After that, you won't be able to switch back to your old rate. However, you can switch between Prepaid airbag and Prepaid Unlimited any time.</p> |
| Included volume          | Any part of your 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.  |
| Wi-Fi Calling            | When there is weak reception in your home, Wi-Fi Calling improves reception for mobile calling. Billing is analogous to national calls (see above). More information: <a href="http://sunrise.ch/wificalling">sunrise.ch/wificalling</a> .  |
| Service fees             | See <a href="#">service fee price list</a>  |
| Replacement SIM          | A replacement SIM can be ordered for free in <a href="#">MySunrise</a> . For us to send you the new SIM, you must top up your prepaid balance with a minimum of CHF 20.00 during the next 48 hours, regardless of your current calling time credit.   |
| Sunrise network coverage | See <a href="#">network coverage map</a> .  |
| Set-up/Personalization   | At <a href="http://sunrise.ch/help">sunrise.ch/help</a> you can find useful information and other options for your product, like how to set up your product, call forwarding, number suppression, and tips for the security of your product.  |
| Support                  | Free technical phone support at 0800 707 707  |
| Contract components      | <ul style="list-style-type: none"> <li>- Contract for mobile phone services</li> <li>- Provisions for proper use of mobile Internet</li> <li>- Special provisions for mobile phone services</li> <li>- General Terms and Conditions</li> </ul> <p>All documents are available at <a href="http://www.sunrise.ch/gtc">www.sunrise.ch/gtc</a></p>   |
| Status                   | July 2021   |