

# Checklist

This is how easy it is to switch to Sunrise

## Sunrise Home Internet, TV & landline

### ✓ Check your cancellation period

Check the cancellation period with your current provider, so you can set a specific date of activation for your Sunrise products.

### ✓ Order Sunrise Home

Order your Sunrise Home product. You can keep your current landline number, of course.

### ✓ Terminate the contract with your current provider

We've already assembled all necessary documents that you will need for you:

[Template A:](#) Cancellation of your services

[Template B:](#) Cancellation form for your cable connection, in case it is billed by your landlord

[Template C:](#) Cancellation form for your cable connection, in case it is billed by your current provider

## Sunrise One Internet, TV, landline & mobile

### ✓ Check your cancellation period

Check the cancellation period with your current provider, so you can set a specific date of activation for your Sunrise products.

### ✓ Depending on your cancellation period,

you can then decide whether you'd like to order Home Unlimited (Internet, TV & landline) or Mobile Unlimited first.

### ✓ Order your products

Order Sunrise Home Unlimited (CHF 130.-/mo.) and Sunrise Mobile Unlimited (CHF 65.-/mo.) separately. It doesn't matter, which of the products you order first. You can keep your landline and mobile phone numbers, of course.

### ✓ Get the package discount

As soon as Home Unlimited and Mobile Unlimited have both been activated, you will get the package discount of CHF 56.-/mo.

### ✓ Terminate the contract with your current provider

We've already assembled all necessary documents that you will need for you:

[Template A:](#) Cancellation of your services

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## After ordering

✓ After you've ordered your Sunrise Home or Home Unlimited & Mobile Unlimited product, you'll receive a confirmation of your activation date by text message, e-mail or postal service.

✓ All the necessary devices will be sent to you about 2 weeks before your product is being activated. You can find some instructions on how to activate your products [here](#).

**Sender**

Name/Surname \_\_\_\_\_

Street/No. \_\_\_\_\_

Zip/City \_\_\_\_\_

**Receiver**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Place, date \_\_\_\_\_

**Cancellation of contract and services**

**Contract number or customer number:** \_\_\_\_\_

Dear Sir/Madam,

I hereby cancel my contract with your company for the following service(s):

- ☐ Landline telephone\*
- ☐ Internet
- ☐ Digital TV
- ☐ Combination package
- ☐ Any other additional services

\* Important notice: If you want to retain your current landline number, you should not cancel your landline contract.  
We will port your landline connection with the landline number.

Cancellation date:

- ☐ Next possible cancellation date respecting the notice period
- ☐ On the following date\*\*:
- ☐ As soon as possible (without notice)\*\*

\*\* Please beware that your old provider might charge an early termination fee if you cancel your connection  
before the end of the contract period and/or without respecting the notice period.

Please send me a written confirmation of the cancellation and the cancellation date.

Sincerely,

Signature \_\_\_\_\_

**Sender**

Name/Surname

Street/No.

Zip/City

Place, date

**Please note:** The cable connection can only be cancelled if you have no current subscription with a cable provider with a minimum duration that has not yet been reached.

**Receiver****Cancellation of cable connection**

Dear Sir/Madam,

I hereby cancel the cable connection in my house or apartment residence (e.g., UPC Cablecom) in application of Art. 35, Para. 2 of the telecommunications law (FMG; SR 784.10) as of

enter date - normally 3-month period from the end of the month

I ask that you confirm in writing in a timely manner the receipt of my cancellation and reduce my net rent or my utility costs by the amount of the fees for the cancelled cable connection (generally CHF 33.95/month).

Thank you very much.

Sincerely,

Signature

**Sender**

Name/Surname \_\_\_\_\_

Street/No. \_\_\_\_\_

Zip/City \_\_\_\_\_

**Please note:** The cable connection can only be cancelled if you have no current subscription with a cable provider with a minimum duration that has not yet been reached.

**Receiver**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Place, date \_\_\_\_\_

**Cancellation of cable connection**

**Contract number or customer number:** \_\_\_\_\_

Dear Sir or Madam,

I am hereby cancelling my cable connection at my home/property at the following address:

Name of the property \_\_\_\_\_

Apartment, floor \_\_\_\_\_

Street/No. \_\_\_\_\_

Zip/City \_\_\_\_\_

effective immediately or in compliance with the contractual cancellation notice period at the earliest possible date.

Please send me a confirmation of the cancellation date.

Sincerely,

Signature \_\_\_\_\_