

## Freedom swiss neighbors

The flexible mobile subscription for Switzerland and its neighboring countries Germany, France, Italy, Austria, Liechtenstein. Without minimum duration.

- Calls and SMS/MMS:
  - Unlimited in Switzerland
  - Unlimited from Switzerland to neighboring countries
  - Unlimited in neighboring countries (roaming)
- Surfing:
  - Unlimited in Switzerland with High Speed 4G+
  - Unlimited in neighboring countries, including 40 GB high speed

### Mobile subscription

	Costs
Basic monthly fee (without discount)	CHF 95.00
Combination prices Validity of the Sunrise advantage/Sunrise One discount in promotions	<p>CHF 85.50 when you combine a Sunrise Home Internet, landline, and TV product. CHF 85.00 when you combine with Sunrise Home Unlimited (Sunrise ONE).</p> <p>Requirement: All products must be invoiced on the same bill.</p> <p>For subscriptions with offer-related advantages (e.g. subscriptions with a reduced basic fee, subscriptions with free services, or subscriptions with free or reduced devices), the Sunrise advantage or Sunrise One discount will be paused during the promotion period. For promotions with a reduced basic fee (as of September 16, 2019), this applies for the period of the price reduction; for promotions with free or reduced devices (as of March 16, 2020), this applies for the set contract duration of the subscription that is eligible for a discount.</p> <p>For Sunrise Home products, the suspension of the discount applies to the basic fees of all subscriptions (Internet, landline network, TV).</p>
Activation fee, including SIM	CHF 55.00
Options activated by default	<p>Travel day pass data option: After the included roaming volume is used up. CHF 1.90 – 100 MB for 24 hours. Roaming in the countries of Region 1 (Europe, USA, Canada). Only with actual use. Option can be deactivated. More information under Roaming. This option is activated as soon as the data volume included in the subscription is used up.</p>
	Mobile Internet in Switzerland
Data volume	Unlimited
4G+ high-speed data	Unlimited
Maximum speed	4G+ network (high speed) 700 Mbit/s (download) and 300 Mbit/s (upload)

Mobile Internet in Switzerland	
Note	<p>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.</p> <p>Excessive use of mobile network services can impair network performance which has a direct effect on other mobile network customer'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. More information you will find on our <a href="#">website</a>.</p>
Calling in Switzerland	
Calls to Sunrise mobile phones	Calls to special numbers (e.g. 084x, 090x, 18xx), short numbers, and value-added services are excluded from the unlimited volume.
Calls to other Swiss mobile networks	Calls to special numbers (e.g. 084x, 090x, 18xx), short numbers, and value-added services are excluded from the unlimited volume.
Calls to all Swiss landlines	Calls to special numbers (e.g. 084x, 090x, 18xx), short numbers, and value-added services are excluded from the unlimited volume.
SMS, MMS to all Swiss networks	Unlimited
Incoming calls	Free
Special and short numbers	<p>Calls to special and short numbers are charged at special rates. See <a href="#">price list for special and short numbers</a>.</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 cents per minute (plus VAT, maximum cost for a domestic connection to a landline network). Final amount per call is rounded to 10 cents.</p>
Blocking value-added service numbers	Chargeable value-added numbers (090x numbers) can be blocked on request.
Toll-free numbers	0800: Calls to these numbers are free
Call forwarding	To the Sunrise mailbox free of charge. Otherwise you will be charged the amount due if you call the forwarding number from your own phone.
Listening to voice messages	Free
Storage of voicemails	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)	
Calls to neighboring countries	<p>Unlimited and free in the following countries:</p> <p>Austria, France, Germany, Italy, Liechtenstein. Overseas territories of the countries listed are not included.</p> <p>Calls to special numbers, short numbers, and premium rate services are excluded. Other countries of the world at the standard rate.</p>
Calls to other countries of the world at standard rates	<p>The prices depend on the country called. If the subscription concerned does not have credit or the credit has been used up, foreign calls will be charged at the standard rate.</p> <p>See <a href="#">price list for calling foreign countries</a></p>
SMS/MMS to foreign countries	Unlimited and free of charge in all countries of the world.
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	<p>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.</p> <p>Depending on the country and provider, calls made to special and short numbers while traveling abroad can incur high costs. <a href="#">See international VAS number price list.</a></p>
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 participants with a mobile phone number who are on a cruise ship, for example, where the call is connected through satellite are charged the normal Swiss domestic rate. The subscriber receiving the call will pay the satellite roaming rate for the incoming call ( <a href="#">see roaming price list</a> ).
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)	
Mobile Internet in neighboring countries	<p>Unlimited data volume of that, 40 GB with maximum possible high speed in the neighbouring countries of Switzerland, after that with reduced speed (download 256 kbits, upload 128 kbits).</p> <p>Exceptions are overseas territories, connections to special numbers and via satellite (airplane, boat).</p> <p>Other regions and countries at the standard rate. Once the included volume is used up, the Travel day pass data option for Region 1 is activated (CHF 1.90 for 100 MB for 24 hours).</p>

	Calls and mobile Internet abroad (roaming)
Calls within a neighboring country	<p>Unlimited</p> <p>Calls to special numbers, short numbers, and added value services are excluded. Other regions and countries at the standard roaming rate.</p>
Calls from a neighboring country to Switzerland	<p>Unlimited</p> <p>Calls to special numbers, short numbers, and added value services are excluded. Other regions and countries at the standard roaming rate.</p>
Calls from a neighboring country to another country	<p>Unlimited</p> <p>Calls to special numbers, short numbers, and added value services are excluded. Other regions and countries at the standard roaming rate.</p>
SMS/MMS to a neighboring country	<p>Unlimited</p>
Incoming calls to a neighboring country	<p>Free</p> <p>Other regions and countries at the standard roaming rate.</p>
Calls from a neighboring country to another country in the world	<p>Prices at the standard roaming rate</p>
Mobile Internet in other countries of the world	<p>Prices at the standard roaming rate</p>
Overview roaming cost protection	<p>Region 1</p> <ul style="list-style-type: none"> <li>- The travel day pass data option is installed by default.</li> <li>- Data roaming at the standard rate is deactivated by default.</li> <li>- Calling network roaming (calling, SMS, MMS) at the standard rate is activated by default.</li> </ul> <p>Region 2-3</p> <ul style="list-style-type: none"> <li>- The travel day pass data option is not available.</li> <li>- Data roaming at the standard rate is deactivated by default.</li> <li>- Calling network roaming (calling, SMS, MMS) at the standard rate is activated by default.</li> </ul> <p>All regions</p> <ul style="list-style-type: none"> <li>- Incoming voice messages in the Sunrise Mailbox are free worldwide.</li> <li>- Attractive roaming data packages.</li> </ul>
Activation and deactivation of roaming at the 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> <p>In order to activate data roaming at the standard rate in Region 1, the travel day pass data option will first have to be deactivated.</p>
Roaming restriction	<p>This subscription is intended for normal personal use in Switzerland and may not be used over a longer period predominantly or exclusively abroad or given to users abroad.</p>

	Calls and mobile Internet abroad (roaming)
Sunrise Cockpit	<p>The Sunrise Cockpit is available at <a href="http://cockpit.sunrise.ch">cockpit.sunrise.ch</a> (free access worldwide). The Cockpit offers the following features:</p> <ul style="list-style-type: none"> <li>- Roaming settings               <ul style="list-style-type: none"> <li>- Turn the Sunrise voice mailbox on or off abroad</li> <li>- Allow or forbid calls, SMS, and data connections on ships and in airplanes</li> <li>- Activation, deactivation of roaming at the standard rate</li> <li>- Choose to receive/not to receive the roaming info SMS</li> </ul> </li> <li>- Cost control limit for data roaming</li> <li>- Information on installed data packages</li> <li>- Information on data volume used</li> <li>- Deactivation of travel day pass option</li> <li>- Purchase of attractive roaming options</li> <li>- Roaming standard rates</li> </ul>
travel day pass data Region 1 (46 countries)	<p>This option is installed with your subscription by default for the purpose of cost protection and will be activated automatically when it is first used abroad in Region 1:</p> <p>100 MB for CHF 1.90, valid for 24 hours.</p> <p>When the 24 hour use duration runs out, any unused data volume will expire. If another mobile Internet connection is made after the duration of use expires, the option will be automatically renewed at the price of CHF 1.90 for another data credit of 100 MB for 24 hours.</p> <p>If the data credit of 100 MB is used up <u>within 24 hours</u>, you will no longer be able to surf. The option is not automatically reactivated. However, you can purchase an additional 100 MB for CHF 1.90 in the Sunrise Cockpit.</p> <p>You can review the remaining duration of use or the remaining data credit in the Sunrise Cockpit at <a href="http://cockpit.sunrise.ch">cockpit.sunrise.ch</a>.</p> <p>The travel day pass data option for Region 1 can be uninstalled in the Sunrise Cockpit. To be able to surf abroad without this option, you will have to activate data roaming at the standard rate in the Sunrise Cockpit.</p> <p><u>Note:</u> In Region 1, the travel day pass option (100 MB for CHF 1.90) replaces more expensive roaming at the standard rate (1 MB for CHF 1.00). We therefore advise against manually deactivating the option.</p>
Neighboring countries	Austria, France, Germany, Italy, Liechtenstein. Overseas territories of the countries listed are not included.
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, United States (including Alaska, Hawaii, 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>

	Calls and mobile Internet abroad (roaming)
Roaming standard rates	<p>The usage-based rates depend on the country where you are located (Regions 1-3). It is billed based on MB usage. If the subscription concerned does not have any credit or the data 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> <p>Roaming data packages are recommended to keep costs down.</p>
Hierarchy of roaming credit and options	<p>If several roaming volume 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"> <li>1) Travel data roaming option - if activated.</li> <li>2) Travel days roaming options</li> <li>3) Roaming credit included in the mobile subscription (e.g. Business mobile swiss neighbors)</li> <li>5) Travel data roaming option - if installed and not previously activated.</li> <li>6) Travel day pass data option - if installed</li> <li>7) Roaming standard rates billed based on MB usage - if activated.</li> </ol>
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	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 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>Free</p> <p>Deactivate mailbox: #145#</p> <p>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	<p>Region 1: in 100 KB increments</p> <p>Region 2: in 100 KB increments</p> <p>Region 3: In 20 KB increments</p> <p>Increments are billed per session.</p>

	Calls and mobile Internet abroad (roaming)
Cost control roaming	<p>Every time you go abroad, you will automatically receive an SMS informing you of the applicable roaming rate. Receipt of 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 notification 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: Send an SMS (free) 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 where you are surfing the Internet, there may be a time delay between the generated roaming volume and the sending of the alert SMS or blockage of data usage.</p>
	Contract duration
Activation	The subscription is activated on the day you register or on the scheduled date if the number is being ported.
Contract without minimum duration, Cancellation	No minimum duration. The subscription can be cancelled at the end of each month with a notice period of 60 days.
Contract with minimum duration, Cancellation	Certain offers may be subject to a minimum contract duration. The terms and conditions of the offer shall apply. The mobile phone contract can therefore be terminated subject to 60 days> prior notice to the end of the minimum contract duration. After expiration of the minimum contract duration, the contract can be terminated at the end of each month subject to 60 days> prior notice.
Costs of early cancellation	<p>If the contract is terminated before reaching the minimum contract duration, the recurring monthly basic charges of the remaining period must be paid in full.</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>Once the minimum contract duration is over, and for contracts without a minimum duration, the customer may cancel their contract without observing the regular notice period by paying the basic monthly fees up to the end of the regular termination date, plus an additional CHF 100.00.</p>

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Cancellation contact	<p>The termination of the subscription must be done either over the phone or via Sunrise Chat. Visit <a href="https://sunrise.ch/cancellation">sunrise.ch/cancellation</a> for more details. Terminations submitted in a letter or e-mail are not considered valid. For terminations with phone number porting, written notice of termination will still be accepted as long as the new provider submits it electronically on behalf of the customer within the context of the porting process.</p> <p>Termination over the phone</p> <ul style="list-style-type: none"> <li>- From within the country: 0800 100 600 (free of charge)</li> <li>- From another country: +41 58 777 01 01</li> </ul> <p>Termination via Sunrise Chat.</p> <ul style="list-style-type: none"> <li>- The link to the chat is available on <a href="https://sunrise.ch/cancellation">sunrise.ch/cancellation</a></li> </ul>																
Switching subscriptions	<p>Switching from one Sunrise Freedom subscription to another can generally be done any time and is always free of charge. Depending on the offer, there may be limits for switching a subscription or the switch might be depending on certain conditions.</p> <p>If you switch, the monthly high-speed data volume that has already been used on the previous rate will be counted against the data allowance of the new rate.</p>																
Billing	<p>The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until the option is canceled. If you register or change a mobile subscription during a current billing month, the monthly basic fee and the included services (minutes, SMS, MB, etc.) will be charged pro rata.</p>																
Miscellaneous																	
Included volume	<p>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.</p>																
Service fees	<p>See <a href="#">price list for service fees</a></p>																
Replacement SIM	<p>CHF 55.00 to replace a SIM or to obtain a SIM card in a new format.</p>																
Bill	<p>Bill by e-mail: free            Bill by mail without detailed connection listing: CHF 3.00            Bill by mail with detailed connection listing: CHF 4.00</p>																
Wi-Fi Calling	<p>When there is weak reception in your residence, Wi-Fi Calling will improve reception for mobile calling. More information: <a href="https://sunrise.ch/wificalling">sunrise.ch/wificalling</a></p>																
Device plan	<p>One mobile phone or tablet can be purchased with each Freedom subscription with a down payment starting at CHF 1.00 and 24 monthly installments, with no interest and no extra charges. With the extra SIM surf &amp; talk option, a second device can be purchased for the Freedom subscription with installment payments.</p>																
Sunrise network coverage	<p>See <a href="#">network coverage map</a>.</p>																
Available options	<table border="0"> <tr> <td>travel talk options</td> <td>More affordable calling abroad (roaming)</td> </tr> <tr> <td>travel days options</td> <td>More affordable calling and surfing abroad (roaming)</td> </tr> <tr> <td>travel data options</td> <td>More affordable surfing abroad (roaming)</td> </tr> <tr> <td>international option</td> <td>More affordable calling abroad</td> </tr> <tr> <td>my country options</td> <td>Unlimited calls to a country of their choice</td> </tr> <tr> <td>extra SIM surf &amp; talk</td> <td>Surf and call with a second device</td> </tr> <tr> <td>protect options</td> <td>Device insurance</td> </tr> <tr> <td>call protect option</td> <td>Call misuse insurance</td> </tr> </table>	travel talk options	More affordable calling abroad (roaming)	travel days options	More affordable calling and surfing abroad (roaming)	travel data options	More affordable surfing abroad (roaming)	international option	More affordable calling abroad	my country options	Unlimited calls to a country of their choice	extra SIM surf & talk	Surf and call with a second device	protect options	Device insurance	call protect option	Call misuse insurance
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	Miscellaneous
Set-up/Personalization	At <a href="https://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="https://www.sunrise.ch/gtc">www.sunrise.ch/gtc</a></p>
Status	March 2020