

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 | <ul style="list-style-type: none"> - 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>Requirement: All products must be invoiced on the same bill.</p> |
| Activation fee, including SIM | CHF 49.00 |
| 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) |
| 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. This is subject to local deprioritization and speed reduction measures of limited duration performed for network management purposes. |

| 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 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 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 price list for calling foreign countries</p> |
| SMS/MMS to foreign countries | Unlimited and free of charge in all countries of the world. |

| | Calling to foreign countries (international) |
|---|--|
| 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. See international VAS number price list.</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 (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) |
| Mobile Internet in neighboring countries | <p>Unlimited data volume of that, 40 GB with maximum possible high speed in the relevant roaming country, 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 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> |

| | Calls and mobile Internet abroad (roaming) |
|--|--|
| SMS/MMS to a neighboring country | Unlimited |
| Incoming calls to a neighboring country | Free Other regions and countries at the standard roaming rate. |
| Calls from a neighboring country to another country in the world | Prices at the standard roaming rate |
| Mobile Internet in other countries of the world | Prices at the standard roaming rate |
| Overview roaming cost protection | <p>Region 1</p> <ul style="list-style-type: none"> - The travel day pass data option is installed by default. - Data roaming at the standard rate is deactivated by default. - Calling network roaming (calling, SMS, MMS) at the standard rate is activated by default. <p>Region 2-3</p> <ul style="list-style-type: none"> - The travel day pass data option is not available. - Data roaming at the standard rate is deactivated by default. - Calling network roaming (calling, SMS, MMS) at the standard rate is activated by default. <p>All regions</p> <ul style="list-style-type: none"> - Incoming voice messages in the Sunrise Mailbox are free worldwide. - Attractive roaming data packages. |
| 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 | 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. |
| Roaming Cockpit | <p>The Roaming 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 forbid calls, SMS, and data connections on ships and in airplanes - Activation, deactivation of roaming at the standard rate - Choose to receive/not to receive the roaming info SMS - Cost control limit for data roaming - Information on installed data packages - Information on data volume used - Deactivation of travel day pass option - Purchase of attractive roaming options - Roaming standard rates |

| | Calls and mobile Internet abroad (roaming) |
|---|---|
| <p>travel day pass data Region 1 (46 countries)</p> | <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 cockpit.sunrise.ch.</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> |
| <p>Neighboring countries</p> | <p>Austria, France, Germany, Italy, Liechtenstein. Overseas territories of the countries listed are not included.</p> |
| <p>Country list Region 1 (46 countries)</p> | <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> |
| <p>Roaming standard rates</p> | <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"> - Outgoing calls - Incoming calls - SMS/MMS - Mobile Internet and data usage <p>See roaming price list.</p> <p>Roaming data packages are recommended to keep costs down.</p> |

| Calls and mobile Internet abroad (roaming) | |
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| 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"> 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) 5) Travel data roaming option - if installed and not previously activated. 6) Travel day pass data option - if installed 7) Roaming standard rates billed based on MB usage - if activated. |
| 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) |
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| 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 Roaming 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 Roaming 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. |
| Subscriptions without minimum duration, cancellation | A subscription without a minimum duration may be cancelled at any time with a notice period of 60 days. |
| 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 60 days notice at the end of the minimum contract duration. Once the minimum contract duration ends, the contract may be canceled at any time with a 60-day notice period. |
| 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> |
| Cancellation contact | <p>The termination of the subscription must be done either over the phone or via Sunrise Chat. Visit sunrise.ch/cancellation 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"> - From within the country: 0800 100 600 (free of charge) - From another country: +41 58 777 01 01 <p>Termination via Sunrise Chat.</p> <ul style="list-style-type: none"> - The link to the chat is available on sunrise.ch/cancellation |

| Contract duration | | | | | | | | | | | | | | | | | | | |
|--------------------------|--|---------------------|--|---------------------|--|---------------------|--|----------------------|--------------------------------|--------------------|--|-----------------------|------------------------------------|-----------------|------------------|---------------------|-----------------------|--------------|-------------------------|
| 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 price list for service fees</p> | | | | | | | | | | | | | | | | | | |
| Replacement SIM | <p>CHF 49.00 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: sunrise.ch/wificalling</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 & talk option, a second device can be purchased for the Freedom subscription with installment payments.</p> | | | | | | | | | | | | | | | | | | |
| Sunrise network coverage | <p>See network coverage map.</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 & 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> <tr> <td>TIDAL option</td> <td>Music streaming service</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 | TIDAL option | Music streaming service |
| travel talk options | More affordable calling abroad (roaming) | | | | | | | | | | | | | | | | | | |
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| extra SIM surf & talk | Surf and call with a second device | | | | | | | | | | | | | | | | | | |
| protect options | Device insurance | | | | | | | | | | | | | | | | | | |
| call protect option | Call misuse insurance | | | | | | | | | | | | | | | | | | |
| TIDAL option | Music streaming service | | | | | | | | | | | | | | | | | | |
| Set-up/Personalization | <p>At sunrise.ch/help 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.</p> | | | | | | | | | | | | | | | | | | |
| Support | <p>Free technical phone support at 0800 707 707</p> | | | | | | | | | | | | | | | | | | |

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| | Miscellaneous |
| Contract components | <ul style="list-style-type: none">- Contract for mobile phone services- Provisions for proper use of mobile Internet- Special provisions for mobile phone services- General Terms and Conditions <p>All documents are available at www.sunrise.ch/gtc</p> |
| Status | March 2019 |