

## Mobile Internet start

The flexible subscription without a minimum duration for mobile surfing:

- Unlimited surfing in Switzerland
- 2 Mbit/s surfing speed

### Mobile subscription data

Costs	
Basic monthly fee (without discounts)	CHF 9.00
Validity of the Sunrise advantage/Sunrise One discount in promotions	<p>10% discount off the basic fee when combining a Sunrise Internet, landline, and TV product with a Sunrise mobile subscription. Prerequisite: 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
Mobile Internet in Switzerland	
Data volume	Unlimited
Data speed	LTE/ 4G up to 2 Mbit/s (download) and 1 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.
SMS/MMS in Switzerland	
SMS, MMS to all Swiss networks	CHF 0.22/SMS CHF 0.50/MMS
Mobile Internet abroad (roaming)	

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>- 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>
Satellite roaming	Roaming over satellite connections, such as on airplanes and cruise ships, is charged at higher rates.
Data billing increments	<p>Region 1: in 100 KB increments  Region 2: in 100 KB increments  Region 3: In 20 KB increments  Increments are billed per session.</p>
Cost control Data connections Sunrise data alert	<p>Every time you go abroad, you will automatically receive an SMS informing you of the applicable roaming rate. The 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 info 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 incurred within one calendar month without the charges for roaming options or roaming packages.</p> <p>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	
Minimum duration	No minimum duration
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.
Switching subscriptions	You can switch between all mobile Internet subscriptions (start, comfort and unlimited) for free at any time.
Billing	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.

	<b>Contract duration</b>	
Cancellation contact	<p>The termination of the subscription must be done either over the phone or via Sunrise Chat. Visit <a href="https://www.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://www.sunrise.ch/cancellation">sunrise.ch/cancellation</a></li> </ul>	
	<b>Miscellaneous</b>	
Service fees	See the <a href="#">price list for service fees</a> .	
Replacement SIM	CHF 55.00 to replace a SIM.	
Bill	<p>Bill by e-mail: free</p> <p>Bill by mail without detailed connection listing: CHF 3.00</p> <p>Bill by mail with detailed connection listing: CHF 4.00</p>	
Sunrise mail	The mobile Internet subscription includes one e-mail account for Sunrise mail. Data from Sunrise mail is stored exclusively in Switzerland. Further information and registration at <a href="https://www.sunrise.ch/mail">sunrise.ch/mail</a> .	
Device plan	One tablet, 4G hotspot, etc., can be purchased with each mobile Internet subscription with a down payment starting at CHF 1.00 and 24 monthly installments, with no interest or fees.	
Sunrise network coverage	See <a href="#">network coverage map</a> .	
Available options	<p>Travel data options</p> <p>protect options</p> <p>surf protect</p>	<p>Less expensive surfing abroad (roaming)</p> <p>Insurance for your device</p> <p>Internet protect</p>
Set-up/Personalization	At <a href="https://www.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>- Special provisions for mobile telephony 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	