

Business swiss start

The flexible mobile subscription for Switzerland:

- unlimited intra-company calls
- Unlimited calls on Sunrise mobile
- Unlimited calls to three numbers of your choice in other Swiss networks
- Unlimited SMS messages in Switzerland
- Unlimited surfing in Switzerland
- 4G+ high speed up to 0.5 GB/month

Mobile subscription

	Costs
Basic monthly fee (without discounts)	Depending on the customer
Activation fee (incl. SIM card)	CHF 49.00
Options activated by default	<ul style="list-style-type: none"> - Sunrise speed booster option: CHF 1.00/day after reaching the 4G+ high speed prepaid credit balance until the end of the billing month. The option can be deactivated permanently. See the speed booster option below. - Travel day pass data option: CHF 1.90 – 100 MB for 24 hours. Roaming in Region 1 countries (Europe, USA, Canada). Only with actual use. This option can be deactivated. More information under Roaming.

	Mobile Internet in Switzerland
Data volume	Unlimited
4G+ high speed	0.5 GB/month included
Data speed	After the 4G high speed credit balance is reached, the speed will be reduced (128 kbit/s upload and download) unless the Sunrise speed booster option is activated.
WhatsApp data volume	<p>WhatsApp included:</p> <ul style="list-style-type: none"> - The data volume used through WhatsApp is not counted toward your high speed data volume quota in Switzerland and does not affect your data rate. Only valid for text, picture, and video files and audio recordings. - Data volume used to download WhatsApp, to make calls via WhatsApp (VoIP Calling), and any costs incurred when using the service are not included.
Maximum speed	4G+ network (high speed) 300 Mbit/s (download) and 150 Mbit/s (upload)

Mobile Internet in Switzerland	
Sunrise speed booster option	<p>This option is activated by default. After using up the 4G high speed volume included in Business mobile rate, you can automatically keep on surfing with high speed 4G+ for just CHF 1.00 per day. One day is counted starting from the time of first use until midnight of the same day.</p> <p>This option can be deactivated permanently at any time, in which case you will be able to keep on surfing free of charge and without limitation, but at reduced speed (128 kbit/s upload and download). The restricted speed allows basic Internet functions to be used, such as e-mail, messaging and surfing. Buffering and websites with large data files can cause delays with audio and video streaming.</p>
Data billing increments	In 20 KB increments. Every partially used unit will be billed as a full unit.
Note	The listed transmission speeds 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	
Intra-company calls	Unlimited. Calls to special numbers (084x, 090x, 18xx, etc.), short numbers and value-added services within the company are not included.
Calls to Sunrise mobile phones	Unlimited except calls to special numbers (084x, 090x, 18xx, etc.), short numbers and value-added services.
Calls to other Swiss mobile and landline networks	<p>Unlimited calls to three Swiss phone numbers of your choice for SoHo and Small customers.</p> <p>All other calls at CHF 0.30/min.</p> <p>Calls to special numbers (084x, 090x, 18xx, etc.), short numbers and value-added services are not included.</p> <p>The desired phone numbers can be configured in My Sunrise and changed each month.</p>
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 the price list for special numbers 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). The final cost per call is rounded up to the nearest multiple of 10 cents.</p>
Blocking value-added service numbers	Billable value-added service numbers (090x or 0906 numbers) can be blocked on request.

Calling in Switzerland	
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 connection fee that would be due if you called the forwarding number from your own phone.
Listening to voice messages	Free If needed, the recorded message can also be sent as a voice file to an e-mail address. Activation: Send an SMS to 935 with the text: MSGTOMAIL maxmuster@sunrise.ch Deactivation: Send an SMS to 935 with the text MSGTOMAIL STOP.
Storage 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	The price depends on the country called. If the subscription does not have credit or the credit has been used up, international calls will be charged at the standard rate.
Standard rates	See prices for international calls
SMS/MMS to foreign countries	CHF 0.25 per SMS 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 not included in the standard rate and calling time credit. These connections may be charged at a higher rate. 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.
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 when these numbers are marked as free of charge.
Calls to subscribers through a satellite connection	Calls from Switzerland to subscribers with a mobile phone number who, for example, are on a cruise ship where the call is connected by satellite, 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 from Switzerland to subscribers with a satellite number (for example, 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.

<p>Call forwarding abroad</p>	<p>Calling to foreign countries (international)</p> <p>Calls forwarded to a foreign phone number will be charged at the standard rate for phone calls to foreign numbers.</p>
<p>Roaming overview Cost protection</p>	<p>Calls and mobile Internet abroad (roaming)</p> <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. - Call roaming (calling, SMS, MMS) at the standard rate is deactivated by default. <p>Region 2-3</p> <ul style="list-style-type: none"> - The travel day pass option is not available. - Data roaming at the standard rate is deactivated by default. - Call roaming (calling, SMS, MMS) at the standard rate is deactivated by default. <p>All regions</p> <ul style="list-style-type: none"> - Incoming voice messages to the Sunrise Mailbox are free worldwide. - Attractive roaming data packages.
<p>Activation and deactivation of roaming at the standard rate</p>	<p>Data roaming at the standard rate (billing according to MB used) is deactivated abroad by default and can be activated in the Roaming Cockpit.</p> <p>Calling and SMS roaming abroad are activated by default.</p> <p>To activate data roaming at the standard rate in Region 1, the travel day pass option must be deactivated.</p>
<p>Roaming Cockpit</p>	<p>The Roaming Cockpit is available via: 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"> o Activate or deactivate the Sunrise mailbox while abroad o Allow or prevent calls, SMS and data connections on ships and airplanes o Activation and deactivation of roaming at the standard rate o Enabling or disabling receipt of roaming information SMS - Cost control limit for data roaming - Information about installed data packages - Information about used data credit - Deactivating the travel day pass option - Purchasing attractive roaming options - Roaming standard rates <p>For business customers, specific settings can be blocked by the company so the user cannot change them in the Roaming Cockpit (cost protection limits, activation/deactivation of standard roaming rate, travel day pass option).</p>

Calls and mobile Internet abroad (roaming)	
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>If you use up the credit within 24 hours, roaming will be blocked. If you start using services again after 24 hours, the option will be reactivated. Multiple packages can be purchased within a 24-hour cycle. When a 24-hour cycle comes to a close, the unused data credit will expire.</p> <p>The remaining duration of use or the remaining data credit can be checked in the Sunrise Cockpit: cockpit.sunrise.ch.</p> <p>The travel day pass data option for Region 1 can be uninstalled in the Roaming Cockpit. To be able to surf abroad without this option, the data roaming option at the standard rate must be activated in the Roaming Cockpit.</p> <p><u>Note:</u> In Region 1, the travel day pass option (100 MB – CHF 1.90) replaces the more expensive roaming at the standard rate (1 MB – CHF 1.00). Therefore, we do not recommend deactivating the option.</p>
Region 1 country list (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, Norway, Poland, Portugal (incl. Madeira, Azores), Puerto Rico, Romania, San Marino, Slovakia, Slovenia, Spain (incl. Canary Islands, Balearic Islands), Sweden, The Netherlands*, Turkey, United Kingdom*, United States* (incl. Hawaii, Alaska), Vatican City, Virgin Islands (US).</p> <p>*Overseas regions of the listed countries are excluded.</p>
Roaming standard rates	<p>The usage-based fees depend on the country where you are located (Regions 1-3). If the subscription does not have any credit or data package, or if this 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 or data usage <p>See standard roaming rate</p> <p>Roaming data packages are recommended to keep costs down.</p>
Roaming hierarchy – credits and options	<p>If several roaming volume credits or roaming options are available during a stay abroad, they will be used 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 in the mobile subscription (for example, 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 at the standard rate, billed according to used MB – if activated.
Call billing increments	<p>By the minute. Every partially used minute will be charged as a full minute.</p>

	Calls and mobile Internet abroad (roaming)
Connection setup fee	None
Special and short numbers	Calls abroad made to special numbers, short numbers or value added services which are typical in the country concerned may be charged at a higher rate. Such calls are not included in the available discretionary calling time credit.
Toll-free numbers	Calls made in a foreign country to a toll-free number in the same foreign country or from another country and special numbers are charged at a higher rate and are not included in the available discretionary calling time credit.
Satellite roaming	Roaming via satellite connections, such as on airplanes and cruise ships, is charged at higher rates.
Call forwarding	When a call is forwarded from abroad (for example, 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	Free Deactivate mailbox: #145# Activate mailbox: *145#
Listening to voice messages	Calls made to the Sunrise mailbox from abroad to listen to voice messages are charged at the standard roaming rate.
Data billing increments	Region 1: in 100 KB increments Region 2: in 100 KB increments Region 3: In 20 KB increments Increments are billed per session.
Roaming cost control	<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 in My Sunrise (depending on customer segment).</p> <p>Sunrise data alert activated by default with a monthly cost limit of CHF 300.00. The limit can be changed or deactivated in the Roaming Cockpit or in My Sunrise. When half of the 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 on the current month: Send a (free) SMS to 3310 with the text "UNBLOCK"</p> <p>The Sunrise data alert for the roaming cost limit 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 when the alert SMS is sent or data usage is blocked.</p>

	Contract duration
Activation	The subscription is activated on the day you register or on the scheduled date if the number is being ported.
Minimum duration	12 or 24 months
Cancellation	The subscription can be canceled at the end of the minimum duration, with a notice period of 60 days. If this contract is canceled before the minimum contract duration is reached or without complying without the notice period, additional charges will be assessed. If the contract is canceled before the minimum contract duration is reached, then the total recurring monthly basic charges for the remaining contract period will be due immediately. If the contract is canceled after expiration of the minimum contract duration, but without observation of the two-month notice period, an administrative fee of CHF 100.- will be due.
Switching subscriptions	You can switch between any Business Mobile subscription (swiss start, swiss calls and swiss unlimited, neighbors, europe & us, world) at any time free of charge as long as you are upgrading (switching to a subscription with a higher basic fee). You can only downgrade (switch to a subscription with a lower basic fee) by paying a migration fee.
Billing	The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until cancellation. If you register during a billing month, the basic monthly fee will be charged on a prorated basis.
	Miscellaneous
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.
Replacement SIM cards	CHF 49.00 to replace a SIM card or to obtain a SIM card in a new format.
Wi-Fi Calling	When there is weak reception in your home, Wi-Fi Calling improves reception for mobile calls. Billing is analogous to national calls (see above). More information: sunrise.ch/wificalling .
Devices	With a "device included" subscription, a mobile phone or tablet can be purchased at a reduced price as low as CHF 1.00. Your customer representative will provide you an overview of available devices and prices.
Sunrise network coverage	See network coverage map .

Awards



Available options	<p>Travel days options travel data options Travel voice options my country options extra SIM surf & talk Sunrise speed booster limit.</p>	<p>More affordable calling and surfing abroad Surf abroad (roaming) for less money More affordable calling abroad Unlimited calling in the country of your choice Surf and call with a second device Keep surfing with 4G+ speed after reaching the data limit.</p>
Support	<p>- General questions: Please contact your personal advisor or call 0800 555 554. - Technical phone support at 0800 550 020</p>	
Contract components	<p>- Individual contract (if available) - Special provisions for mobile phone services (if available) - General Terms and Conditions for business customers (if no individual contract)</p>	
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