

Fresh Mobile L

The flat rate for Switzerland, with unlimited calls and data within Europe for everyone under 30. Without minimum duration.

In Switzerland

- Unlimited calls to all Swiss networks
- Unlimited SMS/MMS within Switzerland
- Unlimited surfing in Switzerland with maximum 5G speeds of up to 1 Gbit/s (where available)
- Fresh extras included in the subscription:
 - Apple Music
 - Smartphone insurance with device plan
 - Internet Security
 - 50% discount on the public transport Half Fare Travelcard

Abroad

- Unlimited surfing in most European countries, including 40 GB at high speed
- Unlimited calls from one European country outside Switzerland to another European country (including Switzerland)

Some European countries are excluded. See country list below.

Calls and SMS/MMS from Switzerland to another European country are not included.



Mobile subscription

	Costs
Basic monthly fee	As shown on current price lists
Activation fee (including SIM)	CHF 55.–
	Mobile Internet in Switzerland
Data volume	Unlimited
5G high-speed data	Unlimited
Maximum speed	5G network (high speed) 1 Gbit/s (download) and 300 Mbit/s (upload)
Note	<p>The transfer speeds represent the best possible performance and cannot be 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 participants' user experience. In order to prevent this situation, Sunrise reserves the right to temporarily deprioritize data traffic of customers who reach a certain threshold. This generally only becomes noticeable when carrying out more data-intensive activities and only on antenna cells that are temporarily overloaded. Please visit our website for more information.</p>
	Calling in Switzerland
Calls to the Sunrise mobile network	<p>Unlimited</p> <p>Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded.</p>

	Calling in Switzerland
Calls to other Swiss mobile and landline networks	Unlimited Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded.
SMS, MMS to all Swiss networks	Unlimited
Incoming calls	Free
Special and short numbers	Calls to special and short numbers are charged at special rates. See price list for special and short numbers . 084x (0840, 0842, 0844, 0848): The same rates apply for shared cost numbers, regardless of where in Switzerland the phone call is made from, but no more than 7.5 centimes per minute (plus VAT, maximum cost for a domestic connection to a landline network). Final amount per call is rounded to the nearest 10 centimes.
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	Free of charge to the Sunrise mailbox. Otherwise, you will be charged the amount that would be due if you called the forwarding number from your own phone.
Listening to voice messages	Free
Saving 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
	International calls
Calls from Switzerland to other countries	Prices depend on the destination country. If the relevant subscription does not contain any credit, or if all the credit has been used up, international calls will be charged at the standard rate.
Standard rates	See prices for international calling
SMS/MMS to foreign countries	CHF 0.25 per SMS CHF 1.– 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 excluded from the standard rate and included calling time credit. These connections may be charged at a higher rate. Depending on the country and provider, calls to special and short numbers abroad can lead to high costs. See the price list for international value-added service numbers .

International calls	
Toll-free numbers	Calls to international toll-free numbers are charged at the standard rates for international calls. A fee may be charged for international toll-free numbers, even if these numbers are marked as free of charge.
Calls to participants via a satellite connection	Calls made from Switzerland to participants with a mobile phone number who are, for example, located on a cruise ship where the call is connected by satellite, are charged at the normal Swiss domestic rate. The participant being called pays for the incoming call according to the satellite roaming rate (see Roaming price list).
Calls to participants 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.– depending on the satellite network used.
Call forwarding abroad	Calls forwarded to an international phone number are charged at the standard rate for international calls.
International calls and mobile Internet (roaming)	
Mobile Internet in Europe	<p>Unlimited data volume, 40 GB of which at maximum possible speed; once this amount has been used up, it is possible to continue to surf without limits at a reduced speed (downloads 256 kbit/s, uploads 128 kbit/s)</p> <p>A speed of 256 kbit/s is sufficient for the use of basic Internet features such as e-mail, messaging and surfing. When streaming audio or video, it may take longer to buffer than usual. Websites containing large files may also take longer to load.</p> <p>Maximum possible speed (high speed) depends on the mobile network in the foreign country. 4G high speed is not available everywhere. List of countries/roaming partners can be found at sunrise.ch/en/roaming</p>
Exception	Data connections in overseas territories and via satellite (airplane, boat) that are blocked from data roaming are excluded.
Calls from Europe to Switzerland	<p>Unlimited</p> <p>Calls to special numbers, short numbers and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.</p>
Calls from Europe to another European country	<p>Unlimited</p> <p>Calls to special numbers, short numbers and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.</p>
Calls within the country of travel in Europe	<p>Unlimited</p> <p>Calls to special numbers, short numbers and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.</p>
SMS/MMS	<p>Europe: Unlimited and free of charge to all countries of the world.</p> <p>USA, Canada and Puerto Rico: Prices at the standard roaming rate</p> <p>Region 2-3: Prices at the standard roaming rate</p>
Incoming calls in Europe	<p>Free</p> <p>Other regions and countries at the standard roaming rate.</p>

International calls and mobile Internet (roaming)	
Calls from a European country to another country of the world	Prices at the standard roaming rate
Mobile Internet in other countries of the world	Prices at the standard roaming rate
<p>Country list Europe (44 countries)</p> <p>Whenever reference is made to Europe, this concerns the following list of countries:</p>	<p>Åland Islands, Andorra, Austria, Belgium, Bulgaria, 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, Netherlands, Poland, Portugal (incl. Madeira, Azores), Romania, San Marino, Slovakia, Slovenia, Spain (incl. Canary Islands, Balearic Islands), Svalbard and Jan Mayen, Sweden, Turkey, United Kingdom, and Vatican City.</p> <p>European continent except: Albania, Belarus, Bosnia, Kazakhstan, Kosovo, Macedonia, Moldova, Montenegro, Russia, Serbia, Ukraine.</p>
Overview of roaming cost protection	<ul style="list-style-type: none"> - Data roaming at the standard rate is deactivated by default. - Call roaming (calls, SMS, MMS) at the standard rate is activated by default. - Calls made to the Sunrise mailbox are free worldwide. - Attractive data roaming packages.
Activation and deactivation of roaming at the standard rate	<p>Data roaming at the standard rate (billed according to MB usage) is deactivated by default when abroad and can be activated in the Roaming Cockpit.</p> <p>Calls and SMS roaming are activated by default when abroad.</p>
Roaming restrictions	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.
Sunrise Cockpit	<p>The Sunrise 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 mailbox on or off when abroad - Enable or disable calls, SMS and data connections on ships and in airplanes - Activation and deactivation of roaming at the standard rate - Choose to receive/not receive roaming info SMS - Cost protection limit for data roaming - Information on installed data packages - Information on data volume used - Purchase of attractive roaming options - Roaming standard rates
Roaming standard rates	<p>Usage-based prices depend on the country in which one is located (Regions 1-3). It is billed based on MB usage. If the relevant subscription does not have any credit or data package, or if it 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>Data roaming packages are recommended in order to keep costs down.</p>
Hierarchy of roaming	If several roaming options are available during a stay abroad, they will be used and

	International calls and mobile Internet (roaming)
credit and options	<p>billed 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., Fresh Mobile L) 4) Travel data roaming option – if installed and previously not activated. 5) Roaming standard rates billed based on MB usage – if activated.
Call billing increments	<p>Charged by the second, with rounding to the next 10 centimes per call</p> <p>Exception: Outgoing calls will incur costs equivalent to at least a 30-second call, even if they are shorter</p>
Connection setup fee	None
Special and short numbers	Calls made to the respective country's equivalent of special numbers, short numbers or value-added services while abroad may be charged at a higher rate. Such calls are not part of any available included calling time credit.
Toll-free numbers	Calls made from the country of travel to «toll-free numbers» in the same country or in another country are charged at a higher rate, just like special numbers, and are not part of any available included calling time credit.
Satellite roaming	<p>Roaming via 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 Sunrise mailbox	<p>Free</p> <p>Deactivate mailbox: #145# Activate mailbox: *145#</p>
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	Charged per kilobyte, with rounding to the nearest 10 centimes per session.

Roaming cost control	<p>International calls and mobile Internet (roaming)</p> <p>Every time the customer goes abroad, they will automatically receive an SMS to inform them of the applicable roaming rate. Receipt of the 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 info SMS 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>To remove the block for the current month: SMS (free) with the text UNBLOCK to 3310</p> <p>The roaming cost limit Sunrise data alert contains the roaming data costs accrued within one calendar month, excluding any charges for roaming options or roaming data packages.</p> <p>The roaming cost limit contains the roaming data costs accrued within one calendar month. Under certain conditions and depending on the country in which the customer is surfing, there may be a time delay between the generated roaming volume and the sending of an alert SMS or blocking of data traffic.</p>
	<p>Fresh Extras</p> <p>The following Extras are already included in the subscription:</p> <ul style="list-style-type: none"> • Apple Music • Internet Security with Sunrise surf protect • Smartphone insurance Sunrise smart protect (free) or Sunrise smart protect plus with theft protection (+ CHF 3.–/month).* • 50% discount on the public transport Half Fare Travelcard. See below for terms and conditions. <p>* The following applies for smartphone insurance: only valid with the purchase of a smartphone with a device plan when taking out a new subscription or renewing a device plan with a Fresh M, L or XL subscription. Only one insurance plan per subscription. The smartphone must be purchased either when taking out a new subscription or at a later point in time during the subscription period.</p> <p>Fresh Extras can be activated at sunrise.ch/myextras and are valid for the Fresh Mobile M, L and XL subscriptions. When switching to a different subscription than these, the customer will be charged for the activated Fresh Extras.</p> <p>The Fresh Extras Apple Music, Internet Security with Sunrise surf protect and smartphone insurance will be deactivated upon cancellation of the subscription.</p>
Public transport Half Fare Travelcard	<p>With the Half Fare option, a one-year Half Fare Travelcard can be purchased with a 50% discount for as long as the contract is valid, using installment payments. The Half Fare Travelcard annual subscription is paid in 12 monthly installments as an item on the mobile bill.</p> <ul style="list-style-type: none"> • Half Fare Travelcard extension (under 25 years old) 12 x CHF 4.15/month (purchase price CHF 49.80 instead of CHF 100.–) Only for existing Half Fare Travelcard customers who want to renew their subscription. • Half Fare Travelcard extension (under 25 years old) 12 x CHF 5.–/month (purchase price CHF 60.– instead of CHF 120.–) Only for customers who are purchasing the Half Fare Travelcard for the first time or who previously had a Half Fare Travelcard subscription and did not renew it. • Half Fare Travelcard extension (from 25 to 30 years of age)

	<p>Fresh Extras</p> <p>12 x CHF 6.85/month (purchase price CHF 82.20 instead of CHF 165.–) Only for existing Half Fare Travelcard customers who want to renew their subscription.</p> <ul style="list-style-type: none"> • New Half Fare Travelcard purchase (from 25 to 30 years of age) 12 x CHF 7.70/month (purchase price CHF 92.40 instead of CHF 185.–) Only for customers who are purchasing the Half Fare Travelcard for the first time or who previously had a Half Fare Travelcard subscription and did not renew it. <p>Subject to price changes imposed by the public transport authority.</p>
	<p>Contract duration</p>
Activation	<p>The subscription is activated on the day of registration or on the requested date if the number is being ported.</p>
Subscriptions without a minimum duration, cancellation	<p>A subscription without a minimum duration may be canceled with a notice period of 60 days to the end of any month.</p>
Subscriptions with minimum duration, cancellation	<p>Certain offers may be linked to a minimum contract period. The terms of the offer apply. In this case, the mobile phone contract can be canceled with a notice period of 60 days to the end of the minimum contract period. Once the minimum contract period has expired, the contract may be canceled with a notice period of 60 days to the end of any month.</p>
Early cancellation, costs	<p>If the subscription is canceled before the end of the minimum contract period, the customer must pay the recurring monthly basic fees in full up to the end of the minimum contract period.</p> <p>Monthly recurring basic fees are determined based on the usual basic fee of the respective subscription plus any promotion surcharges, unless otherwise specified for the offer concerned.</p> <p>For contracts with no minimum contract period or for those where the minimum contract period has expired, the customer may only cancel their contract without observing the regular notice period if they pay the basic monthly fees up to the regular cancellation date plus an additional CHF 100.–.</p>
How to cancel	<p>The subscription must be canceled either by phone or via the Sunrise Chat. More details are available at sunrise.ch/cancellation. Cancellations via letter or e-mail are not valid. Written cancellations will still be accepted for cancellations with phone number porting, as long as this cancellation is submitted electronically by the provider on behalf of the customer over the course of the porting process.</p> <p>Cancellation by phone</p> <ul style="list-style-type: none"> - From within Switzerland: 0800 100 600 (free) - From abroad: +41 58 777 01 01 <p>Cancellation via Sunrise Chat</p> <ul style="list-style-type: none"> - The link to the chat is available at sunrise.ch/cancellation

	Contract duration	
Switching subscriptions	<p>For all subscriptions, switching to a subscription with a higher monthly fee is possible free of charge.</p> <p>Switching to a subscription with a lower basic fee is generally possible at the beginning of the following month. During the minimum contract duration, it is only possible to switch to a subscription with a lower basic fee by paying a buyout fee. After the minimum contract duration has ended, such a switch is free of charge.</p> <p>With certain offers, switching to a subscription with a lower basic fee will either not be possible or will incur additional costs. The terms and conditions of the offer apply. With a switch in subscription plans during a month, included service components of the previous and the new subscription will be charged on a prorated basis.</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 a customer purchases or changes a mobile subscription during the course of a billing month, the basic monthly fee and included services (minutes, SMS, MB, etc.) are billed on a prorated basis.</p>	
Forever Young	<p>Customers are entitled to sign up for a young rate if they are under 30 years of age or up to the end of their 29th year. Customers who signed up for a young subscription when they were under 30 can keep it at the same price and with the same services – forever!</p>	
	Miscellaneous	
Included credit	<p>Any part of the included data and calling allowance that is not used in a specific billing period will expire and will not be carried forward to the subsequent billing period.</p>	
Service fees	<p>See the service fees price list.</p>	
Replacement SIM	<p>CHF 55.– to replace a SIM or obtain a SIM in a new format.</p>	
Bill	<p>Bill by e-mail: free Bill by mail without detailed call statement: CHF 3.– Bill by mail with detailed call statement: CHF 4.–</p>	
Wi-Fi Calling	<p>When there is weak reception inside your home, Wi-Fi Calling will improve reception for mobile calls. More information at: sunrise.ch/wificalling.</p>	
Device plan	<p>One device can be purchased with each Fresh Mobile subscription with a down payment starting at CHF 1.– and 24 monthly installment payments, with no interest and no extra charges. With the We Connect extra SIM surf option, a second device can be purchased with the Fresh Mobile subscription with installment payments.</p>	
Sunrise network coverage	<p>See network coverage map.</p>	
Available options	travel talk options travel days options travel data options travel unlimited US & Canada international option my country options We Connect extra SIM surf protect options call protect option	Lower priced calling while abroad (roaming) Lower priced calling and surfing while abroad Lower priced surfing while abroad (roaming) Lower priced international calling and calling while abroad Lower priced international calls Unlimited calls to a country of choice Surf on a second device Device insurance Call misuse insurance

	Miscellaneous
Set-up/personalization	Find useful information and more options for your product at sunrise.ch/help . These include product set-up, call forwarding, suppressing number display and security tips for your product.
Support	Free technical phone support at 0800 707 707
Components of the contract	<ul style="list-style-type: none"> – Contract for mobile phone services – Provisions for fair use of mobile Internet – Special provisions for mobile telephony services – General terms and conditions <p>All documents are available at www.sunrise.ch/gtc.</p>
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