

Prepaid Unlimited

- The first unlimited all-flat Prepaid offer in Switzerland
- Pay CHF 2.50 per day of use and then surf, call, and send as many SMS messages as you want for 24 hours in Switzerland.

Prepaid rate

	General
Basic monthly fee	None
Minimum duration	None
Usage charge	CHF 2.50 per day of use
Day of use, billing	<p>One day of use lasts 24 hours starting at the time of the first use. The fee is charged only when the service is actually used. No automatic renewal.</p> <p>Example: First use at 11:45 a.m. Starting at this time, the included services can be used until 11:44 a.m. on the following day.</p>
Included services	During one use day, the following can be used within Switzerland: Unlimited calls, SMS and unlimited high-speed surfing under the following conditions.
Activation fee SIM card or eSIM	The activation fee, including the SIM, is CHF 19.90. Starting credit of CHF 20.– is included.
	Mobile Internet in Switzerland
Data volume	Unlimited
Data speed	High-speed up to 300 Mbit/s (download) and 150 Mbit/s (upload)
Note on data speed	<p>Transmission speeds represent the best possible performance and cannot be guaranteed. The 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 directly affects the user experience of other mobile network participants. In order to prevent this situation, Sunrise reserves the right to temporarily reduce the data traffic of customers who reach a certain threshold. This generally only becomes noticeable when engaging in more data-intensive activities and only on antenna cells that are temporarily overloaded. Please visit our website for more information.</p>

Calls within Switzerland	
Calls to all Swiss landline and mobile networks	Unlimited This does not include calls to special and value-added service numbers (such as 18xx, 084x, 090x).
SMS to all Swiss networks	Unlimited
Incoming calls	Free
Special and short numbers (08xx, 090x)	Calls to special and short numbers are charged at special rates. See price list for special and short numbers .
Blocking value-added service numbers	Chargeable value-added service numbers (090x numbers) can be blocked on request.
Call forwarding	Free of charge to the Sunrise mailbox. Otherwise, the respective published rates for the call forwarding destination number apply.
Listening to voice messages	Free
Storage of voice messages	15 days
Connection setup fee	None
International calls	
Calls to foreign countries	Costs for international calls are country-specific. See prices for international calls
SMS to other countries	CHF 0.25 per SMS
Call billing increments	By the minute. Every partially used minute is charged as a full minute.
Connection setup fee	None
Special and short numbers	Calls to special numbers, short numbers and value-added services abroad are excluded from the standard rate and included calling time credit. These calls may be charged at a higher rate. See the price list for international value-added service numbers . Please note: Calls from Switzerland to specific value-added services or special numbers abroad can be blocked.
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 subscribers via a satellite connection	Calls made from Switzerland to subscribers with a mobile phone number for which the connection is made through a satellite (for example, if the subscriber is on a cruise ship or airplane) are charged at the normal Swiss domestic rate. The recipient of the call pays for the incoming call in accordance with the satellite roaming rate (see roaming price list).

International calls	
Calls to subscribers with a satellite number	Calls made from Switzerland to subscribers with a satellite number (e.g., with area code 0087 or 0088) are charged 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.
Calls and mobile Internet while abroad (roaming)	
Prepaid direct roaming	<p>Prepaid direct roaming (making calls without a callback) makes it possible to establish a direct connection while in a foreign country where Sunrise has a partner facilitating this service. Standard roaming rates apply.</p> <p>In the few countries where Sunrise prepaid direct roaming isn't available, calls can be made as follows: *111* + country code + phone number + # and then the dial button (e.g., phone receiver).</p>
Sunrise Cockpit	The Sunrise Cockpit is available at: cockpit.sunrise.ch (free access worldwide).
Standard roaming rates	<p>The rates depend on the country in which you are located (Regions 1–3). If the subscription doesn't include any credit or the credit has been used up, the following services are charged at the standard roaming rate.</p> <ul style="list-style-type: none"> - Outgoing calls - Incoming calls - SMS - Mobile Internet and data usage <p>See roaming price list.</p>
Call billing increments	<p>Charged by the second and rounded to the nearest 10 centimes per call.</p> <p>Exception: Outgoing calls 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, e.g., on airplanes and cruise ships, is charged at higher rates.</p> <p>Via satellite connections, only calls/SMS are possible. Data roaming isn't possible.</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.

Calls and mobile Internet while abroad (roaming)	
Forwarding to the Sunrise mailbox	<p>If a message is received in your mailbox during a stay abroad, the cost of the incoming call to the mobile device and the cost of forwarding from the mobile device back to the mailbox in Switzerland are charged at the standard roaming rate.</p> <p>Deactivate call forwarding to your mailbox: #145# Activate call forwarding to your 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 and rounded to the nearest 10 centimes per session.
Cost control for data connections	During every stay abroad, the customer is automatically informed of the applicable roaming rate via SMS.
Usage	
Registration and activation	You must register in person at a Sunrise shop and have a valid passport or ID card with you. The SIM won't be activated until the purchaser is lawfully registered. We reserve the right to decline the sale or registration of multiple SIM to the same person.
Switching to Sunrise Prepaid Unlimited	Customers with a different Sunrise prepaid rate can switch to the current «Sunrise Prepaid Unlimited» rate plan by sending an SMS with the text «UNLIMITED» to 5522.
Options for topping up	<p>In Switzerland: cockpit.sunrise.ch, at a post office, at a post office ATM, with a Postfinance account, at SBB ticket machines, via your Sunrise bill, at a Sunrise shop and with many retailers (Coop, Aldi, Interdiscount, Fust, gas station shops, kiosks, specialist retailers)</p> <p>While abroad: Preferably via cockpit.sunrise.ch (free access worldwide)</p>
Checking your remaining balance	<p>Key combination *121#</p> <p>In certain situations, there may be a delay between the time the volume is used and the time the charge is applied.</p>
Time-delayed billing	Under certain circumstances, the connection costs may be charged with a delay (e.g., for roaming). This may lead to a negative balance, which always needs to be paid.
Cancellation due to non-use	If a prepaid mobile connection remains unused for 18 months, Sunrise reserves the right to suspend the mobile connection without advance notice. Sunrise has the right to cancel the prepaid contract and release the respective number for reallocation.

Usage	
Account balance	<p>In general, it isn't possible to pay out prepaid credit. This also applies to transfers to another prepaid product.</p> <p>The customer isn't entitled to a payout of their starting credit, top-ups and bonus credit. The processing fee is CHF 30.– per phone number and is deducted directly from the prepaid balance to be paid out. The name of the recipient must match the prepaid number to be deactivated, unless a certified document is presented.</p> <p>Prepaid SIM status</p> <p><u>Active</u> Last fee-based usage within the last 547 days (up to 18 months) A Sunrise prepaid number must be used in order to remain active. Usage includes surfing the mobile Internet, making calls, sending SMS or topping up credit.</p> <p><u>Deactivation</u> Last fee-based usage is more than 548 days ago (from 18 months). Sunrise is entitled to cancel the prepaid contract. The corresponding phone number is returned to Sunrise without compensation and is then reassigned.</p>
Prepaid switch to another provider (number porting)	<p>A prepaid number can be ported to another network provider at any time. The customer can continue to use their remaining prepaid balance until their number has been ported; at this point, it expires. In general, it isn't possible to pay out prepaid credit.</p>
SIM transfer not permitted	<p>Even after a prepaid SIM is transferred to another person, we still notify the responsible authorities, on their request, of the name and address of the initial purchaser. If a criminal act is committed using a transferred prepaid SIM, the initial purchaser can potentially be prosecuted for complicity, aiding and abetting, or obstruction of justice.</p>
Miscellaneous	
Included credit	<p>Any part of your included data and calling quota that is not used in a specific billing period expires and is not carried forward to a subsequent billing period.</p>
Service fees	<p>See price list for service fees.</p>
Replacement SIM	<p>You can order a replacement SIM for free in My Sunrise. In order for us to send you the new SIM, you need to top up your prepaid balance with a minimum of CHF 20.– in the next 48 hours, regardless of your current calling time credit.</p>
Wi-Fi calling	<p>If you have a weak signal inside your home, Wi-Fi calling improves your reception for mobile calls. More information: sunrise.ch/wificalling</p>
Sunrise network coverage	<p>See network coverage map.</p>
Set-up/personalization	<p>You can find useful information and more options for your product at sunrise.ch/help. These include product set-up, call transfer, phone number suppression and tips for the security of your product.</p>
Support	<p>Free technical phone support at 0800 707 707</p>

	Miscellaneous
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 services- General terms and conditions <p>All documents are available at www.sunrise.ch/gtc.</p>
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