

## Fresh Mobile S

The flexible mobile subscription with no minimum duration for everyone under 30:

- Unlimited calls to Sunrise and UPC Mobile
- Unlimited calls to 3 numbers of your choice in every Swiss network
- Unlimited SMS/MMS in Switzerland
- Unlimited surfing with 5G speeds of up to 50 Mbit/s (where available)
- 50% discount on the public transport Half Fare Travelcard

### 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) 50 Mbit/s (download) and 25 Mbit/s (upload)
Data billing increments	In 20 KB increments. Every partially used unit will be billed as a full unit.
Note	<p>Transmission 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 usage of mobile network services can impair network performance, which has a direct effect on the user experience of other mobile network customers. 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 <a href="#">website</a> for more information.</p>
	Calls within Switzerland
Calls to Sunrise and UPC Mobile	Unlimited
	Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded.

Calls within Switzerland	
Calls to other Swiss mobile and landline networks	<p>Unlimited calls to 3 favorite Swiss phone numbers of one's choice.</p> <p>All other calls CHF 0.55/min.</p> <p>Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded.</p> <p>The favorite phone numbers can be changed each month in My Sunrise.</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 <a href="#">price list for special and short numbers</a>.</p> <p>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.</p>
Blocking value-added service numbers	Chargeable value-added numbers (090x numbers) can be blocked on request.
Value-added service 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	
International calls	The prices depend on the country called. If the relevant subscription does not have any credit or if all the credit has been used up, calls to foreign countries will be charged at the standard rate:
Standard rates	See <a href="#">prices for international calling</a>
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

International calls	
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 to special and short numbers abroad can lead to high costs. <a href="#">See the price list for international value-added service numbers.</a></p>
Toll-free numbers	<p>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.</p>
Calls to participants via a satellite connection	<p>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 (<a href="#">see Roaming price list</a>).</p>
Calls to participants with a satellite number	<p>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.</p>
Call forwarding abroad	<p>Calls forwarded to an international phone number are charged at the standard rate for international calls.</p>
International calls and mobile Internet (roaming)	
Overview of roaming cost protection	<ul style="list-style-type: none"> <li>- Data roaming at the standard rate is deactivated by default.</li> <li>- Call roaming (calls, SMS, MMS) at the standard rate is activated by default.</li> <li>- Calls made to the Sunrise mailbox are free worldwide.</li> <li>- Attractive data roaming packages.</li> </ul>
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>Call and SMS roaming is activated by default when abroad.</p>
Roaming Cockpit	<p>The Roaming Cockpit is available at: <a href="http://cockpit.sunrise.ch/en">cockpit.sunrise.ch/en</a> (free access worldwide). The Cockpit offers the following features:</p> <ul style="list-style-type: none"> <li>- Roaming settings <ul style="list-style-type: none"> <li>- Turn the Sunrise mailbox on or off while abroad</li> <li>- Enable or block calls, SMS and data connections on ships and in airplanes</li> <li>- Activation, deactivation of roaming at the standard rate</li> <li>- Choose to receive/not receive roaming info SMS</li> </ul> </li> <li>- Cost protection limit for data roaming</li> <li>- Information on installed data packages</li> <li>- Information on data volume used</li> <li>- Purchase of attractive roaming options</li> <li>- Roaming standard rates</li> </ul>

International calls and mobile Internet (roaming)	
Roaming standard rates	<p>Usage-based prices depend on the country in which one is located (Regions 1-3). Billing is based on MB usage. If the relevant subscription does not have any credit or data, 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"> <li>– Outgoing calls</li> <li>– Incoming calls</li> <li>– SMS/MMS</li> <li>– Mobile Internet and data usage</li> </ul> <p>See <a href="#">Roaming price list</a>.</p> <p>Data roaming packages are recommended in order to keep costs down.</p>
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#</p> <p>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.

<p>Roaming cost control</p>	<p><b>International calls and mobile Internet (roaming)</b></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 one is surfing, there may be a time delay between generated roaming volume and the sending of an alert SMS or blocking of data traffic.</p>
<p>50% discount on the public transport Half Fare Travelcard</p>	<p><b>Youth benefits</b></p> <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"> <li>• 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.</li> <li>• 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.</li> <li>• Half Fare Travelcard extension (from 25 to 30 years of age) 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.</li> <li>• 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.</li> </ul> <p>Subject to price changes imposed by the public transport authority.</p>
<p>Activation</p>	<p><b>Contract duration</b></p> <p>The subscription is activated on the day of registration or on the requested date if the number is being ported.</p>

Contract duration	
Subscriptions without a minimum duration, cancellation	A subscription without a minimum duration may be canceled with a notice period of 60 days to the end of any month.
Subscriptions with minimum duration, cancellation	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.
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 <a href="https://sunrise.ch/cancellation">sunrise.ch/cancellation</a>. 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"> <li>- From within Switzerland: 0800 100 600 (free)</li> <li>- From abroad: +41 58 777 01 01</li> </ul> <p>Cancellation via Sunrise Chat</p> <ul style="list-style-type: none"> <li>- The link to the chat is available at <a href="https://sunrise.ch/cancellation">sunrise.ch/cancellation</a></li> </ul>
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	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 signs up for or changes a mobile subscription during a billing month, the basic monthly fee and included services (minutes, SMS, MB etc.) are billed on a prorated basis.
Forever Young	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!

	Miscellaneous																		
Included credit	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.																		
Service fees	See the <a href="#">service fees price list</a> .																		
Replacement SIM	CHF 55.– to replace a SIM or obtain a SIM in a new format.																		
Bill	Bill by e-mail: free Bill by mail without detailed call statement: CHF 3.– Bill by mail with detailed call statement: CHF 4.–																		
Wi-Fi Calling	When there is weak reception inside your home, Wi-Fi Calling will improve reception for mobile calls. More information at: <a href="https://sunrise.ch/wificalling">sunrise.ch/wificalling</a> .																		
Device plan	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.																		
Sunrise network coverage	See <a href="#">network coverage map</a> .																		
Available options	<table border="0"> <tr> <td>travel talk options</td> <td>Lower priced calling while abroad (roaming)</td> </tr> <tr> <td>travel days options</td> <td>Lower priced calling and surfing while abroad</td> </tr> <tr> <td>travel data options</td> <td>Lower priced surfing while abroad (roaming)</td> </tr> <tr> <td>travel unlimited US &amp; Canada international option</td> <td>Lower priced international calling and calling while abroad</td> </tr> <tr> <td>my country options</td> <td>Lower priced international calls</td> </tr> <tr> <td>We Connect extra SIM surf</td> <td>Unlimited calls to a country of choice</td> </tr> <tr> <td>protect options</td> <td>Surf on a second device</td> </tr> <tr> <td>call protect option</td> <td>Device insurance</td> </tr> <tr> <td></td> <td>Call misuse insurance</td> </tr> </table>	travel talk options	Lower priced calling while abroad (roaming)	travel days options	Lower priced calling and surfing while abroad	travel data options	Lower priced surfing while abroad (roaming)	travel unlimited US & Canada international option	Lower priced international calling and calling while abroad	my country options	Lower priced international calls	We Connect extra SIM surf	Unlimited calls to a country of choice	protect options	Surf on a second device	call protect option	Device insurance		Call misuse insurance
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call protect option	Device insurance																		
	Call misuse insurance																		
Set-up/personalization	Find useful information and more options for your product at <a href="https://sunrise.ch/help">sunrise.ch/help</a> . These include product set-up, call forwarding, suppressing number display and security tips your product.																		
Support	Free technical phone support at 0800 707 707																		
Components of the contract	<ul style="list-style-type: none"> <li>– Contract for mobile phone services</li> <li>– Provisions for fair use of mobile Internet</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>																		
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