

Freedom europe & US

The flexible mobile subscription for Switzerland, almost all European countries, the US, and Canada (Region 1). Without minimum duration.

- Calls and SMS/MMS:
 - unlimited in Switzerland
 - unlimited from Switzerland to Region 1
 - unlimited in Region 1 (roaming)
- Surfing:
 - Unlimited in Switzerland with High Speed 5G
 - Unlimited in Region 1 countries, of which with 40 GB High Speed

Mobile subscription

	Costs
Basic monthly fee (without discounts)	CHF 130.00
Combination prices Validity of the Sunrise advantage/Sunrise One discount in promotions	<p>CHF 117.00 when you combine a Sunrise Home Internet, landline, and TV product. CHF 120.00 when you combine with Sunrise Home Unlimited (Sunrise ONE).</p> <p>Requirement: 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
high speed data	Unlimited
Maximum speed	5G network (high speed) 2 Gbit/s

Mobile Internet in Switzerland	
Note	<p>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.</p> <p>Excessive use of mobile network services can impair network performance which has a direct effect on other mobile network customer's user experience. In order to prevent this situation, Sunrise will temporarily deprioritize data traffic of customers who reach a certain limit value. This generally only becomes noticeable when carrying out more data-intensive activities and only on antenna cells that are temporarily overloaded. More information you will find on our website.</p>
Calls in Switzerland	
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 networks	Unlimited except calls to special numbers (084x, 090x, 18xx, etc.), short numbers and value-added services.
Calls to all Swiss landlines	Unlimited except calls to special numbers (084x, 090x, 18xx, etc.), short numbers and value-added services.
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 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	Chargeable value-added numbers (090x and 0906 numbers) can be blocked on request.
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
Storage voice messages	15 days
Call billing increments	By the minute. Every partially used minute will be charged as a full minute.

	Calls in Switzerland
Connection setup fee	None
	Calls to foreign countries (international)
International calls	<p>Unlimited and free of charge from Switzerland to the countries of Region 1.</p> <p>Calls to special numbers, short numbers, and premium rate services are excluded. Other countries of the world at the standard rate.</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, Netherlands, Norway, Poland, Portugal (including Madeira, Azores), Romania, San Marino, Slovakia, Slovenia, Spain (including Canary Islands, Balearic Islands), Sweden, Turkey, United Kingdom, United States (including Alaska, Hawaii, Puerto Rico), Vatican City. Overseas territories of the countries listed are excluded.</p> <p>European continent except: Albania, Belarus, Bosnia, Kazakhstan, Kosovo, Macedonia, Moldova, Montenegro, Russia, Serbia, Ukraine.</p>
Calls to other countries of the world at standard rates	<p>The prices depend on the country called. If the subscription concerned does not have credit or the credit has been used up, foreign calls will be charged at the standard rate.</p> <p>See price list for calling foreign countries</p>
SMS/MMS to foreign countries	Unlimited and free of charge to any country in the world.
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	<p>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.</p> <p>Depending on the country and provider, calls made to special and short numbers while traveling abroad can incur high costs.</p> <p>See international VAS number price list.</p>
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 price list roaming).

Calls to foreign countries (international)	
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.
Call forwarding abroad	Calls forwarded to a foreign phone number will be charged at the standard rate for phone calls to foreign numbers.
Calls and mobile Internet abroad (roaming)	
Mobile Internet in Region 1	<p>Unlimited data volume of that, 40 GB with maximum possible high speed in region 1, after that with reduced speed (download 256 kbits, upload 128 kbits).</p> <p>Exceptions are overseas territories, connections to special numbers and via satellite (airplane, boat).</p>
Calls within a country in Region 1 (local calls)	<p>Unlimited</p> <p>Calls to special numbers, short numbers and value added services are excluded. Other regions and countries at the standard roaming rate.</p>
Calls to Switzerland from a country in Region 1	<p>Unlimited</p> <p>Calls to special numbers, short numbers and value added services are excluded. Other regions and countries at the standard roaming rate.</p>
Calls from a country in Region 1 to another country in Region 1	<p>Unlimited</p> <p>Calls to special numbers, short numbers and value added services are excluded. Other regions and countries at the standard roaming rate.</p>
SMS/MMS	<p>Region 1: Unlimited and free of charge to any country in the world</p> <p>Region 2-3: Prices according to the standard roaming rate.</p>
Incoming calls in Region 1	<p>Free</p> <p>Other regions and countries at the standard roaming rate.</p>
Calls from a country in Region 1 to another country in the world	Prices according to the standard roaming rate .
Mobile Internet in other countries	Prices according to the standard roaming rate .

Calls and mobile Internet abroad (roaming)	
Roaming overview cost protection	<p>Region 1</p> <ul style="list-style-type: none"> - Call roaming (calling, SMS, MMS) at the standard rate is deactivated by default. <p>Region 2-3</p> <ul style="list-style-type: none"> - 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.
Activation and deactivation of roaming at the standard rate	<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>
Roaming restriction	<p>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.</p>
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 voice mailbox on or off abroad - Allow or forbid calls, SMS, and data connections on ships and in airplanes - Activation, deactivation of roaming at the standard rate - Choose to receive/not to receive the roaming info SMS - Cost control limit for data roaming - Information on installed data packages - Information on data volume used - Purchase of attractive roaming options - Roaming standard rates
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, Netherlands, Norway, Poland, Portugal (including Madeira, Azores), Romania, San Marino, Slovakia, Slovenia, Spain (including Canary Islands, Balearic Islands), Sweden, Turkey, United Kingdom, United States (including Alaska, Hawaii, Puerto Rico), Vatican City. Overseas territories of the countries listed are excluded.</p> <p>European continent except: Albania, Belarus, Bosnia, Kazakhstan, Kosovo, Macedonia, Moldova, Montenegro, Russia, Serbia, Ukraine.</p>

Calls and mobile Internet abroad (roaming)	
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 roaming price list Roaming data packages are recommended to keep costs down.</p>
Hierarchy of roaming credit and options	<p>If several roaming volume credits or roaming options are available during a stay abroad, they will be used up in the following order:</p> <ol style="list-style-type: none"> 1) Travel pack roaming option - if activated. 2) Travel days roaming options 3) Roaming credit included in the mobile subscription (e.g. Freedom swiss neighbors) 4) Travel 200 and travel 1000 roaming option. 5) Travel pack roaming option - if installed, unactivated until now. 6) Travel day pass data option - if installed 7) Roaming standard rates billed based on MG used - if activated.
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	Calls abroad made to special numbers, short numbers or value added services typical for the respective country 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	<p>Roaming over 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 (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 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.

Calls and mobile Internet abroad (roaming)	
Data billing increments	<p>Region 2: in 100 KB increments Region 3: In 20 KB increments Increments are billed per session.</p>
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 enabled or disabled in the Sunrise Cockpit or in My Sunrise.</p> <p>The Sunrise data alert is activated by default with a monthly cost limit of CHF 300. The limit can be changed or deactivated in the Sunrise 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	<p>The subscription is activated on the day you register or on the scheduled date if the number is being ported.</p>
Contract without minimum duration, Cancellation	<p>No minimum duration. The subscription can be cancelled at the end of each month with a notice period of 60 days.</p>
Contract with minimum duration, Cancellation	<p>Certain offers may be subject to a minimum contract duration. The terms and conditions of the offer shall apply. The mobile phone contract can therefore be terminated subject to 60 days> prior notice to the end of the minimum contract duration. After expiration of the minimum contract duration, the contract can be terminated at the end of each month subject to 60 days> prior notice.</p>
Costs of early cancellation	<p>If the contract is terminated before reaching the minimum contract duration, the recurring monthly basic charges of the remaining period must be paid in full.</p> <p>The amount of the monthly recurring basic fees is determined based on the usual basic fee of the respective subscription plus any promotion surcharges, provided that different conditions do not apply to the offer concerned.</p> <p>Once the minimum contract duration is over, and for contracts without a minimum duration, the customer may cancel their contract without observing the regular notice period by paying the basic monthly fees up to the end of the regular termination date, plus an additional CHF 100.00.</p>

Contract duration	
Cancellation contact	<p>The termination of the subscription must be done either over the phone or via Sunrise Chat. Visit sunrise.ch/cancellation 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"> - From within the country: 0800 100 600 (free of charge) - From another country: +41 58 777 01 01 <p>Termination via Sunrise Chat.</p> <ul style="list-style-type: none"> -The link to the chat is available on sunrise.ch/cancellation
Switching subscriptions	<p>Switching from one Sunrise Freedom subscription to another can generally be done any time and is always free of charge. Depending on the offer, there may be limits for switching a subscription or the switch might be depending on certain conditions.</p> <p>If you switch, the monthly high-speed data volume that has already been used on the previous rate will be counted against the data allowance of the new rate.</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 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.</p>
Miscellaneous	
Included volume	<p>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.</p>
Service fees	<p>See price list for service fees</p>
Replacement SIM	<p>CHF 55.00 to replace a SIM or to obtain a SIM in a new format.</p>
Bill	<p>Bill by e-mail: free Bill by mail without detailed connection listing: CHF 3.00 Bill by mail with detailed connection listing: CHF 4.00</p>
Wi-Fi Calling	<p>When there is weak reception in your home, Wi-Fi Calling improves reception for mobile calling. Billing is analogous to national calls (see above). More information: sunrise.ch/wificalling.</p>
Device plan	<p>One mobile phone or tablet can be purchased with each Freedom subscription with a down payment starting at CHF 1.00 and 24 monthly installments, with no interest and no extra charges. With the extra SIM surf & talk option, a second device can be purchased for the Freedom subscription with installment payments.</p>
Sunrise network coverage	<p>See network coverage map.</p>

	Miscellaneous														
Available options	<table><tbody><tr><td>travel talk options</td><td>More affordable calling abroad (roaming)</td></tr><tr><td>travel data options</td><td>More affordable surfing abroad (roaming)</td></tr><tr><td>international option</td><td>More affordable calling abroad</td></tr><tr><td>my country options</td><td>Unlimited calls to a country of their choice</td></tr><tr><td>extra SIM surf & talk</td><td>Surf and call with a second device</td></tr><tr><td>protect options</td><td>Device insurance</td></tr><tr><td>call protect option</td><td>Call misuse insurance</td></tr></tbody></table>	travel talk options	More affordable calling abroad (roaming)	travel data options	More affordable surfing abroad (roaming)	international option	More affordable calling abroad	my country options	Unlimited calls to a country of their choice	extra SIM surf & talk	Surf and call with a second device	protect options	Device insurance	call protect option	Call misuse insurance
travel talk options	More affordable calling abroad (roaming)														
travel data options	More affordable surfing abroad (roaming)														
international option	More affordable calling abroad														
my country options	Unlimited calls to a country of their choice														
extra SIM surf & talk	Surf and call with a second device														
protect options	Device insurance														
call protect option	Call misuse insurance														
Set-up/Personalization	At sunrise.ch/help 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">- Contract for mobile phone services- Provisions for proper use of mobile Internet- Special provisions for mobile phone services- General Terms and Conditions <p>All documents are available at www.sunrise.ch/gtc</p>														
Status	March 2020														