

Sunrise Smart TV - comfort

Sunrise Smart TV, the digital TV and radio subscription with many innovative functions:

- 270+ TV channels, including 80+ in HD
- ComeBack TV up to 7 days after broadcast
- 1200 hours recording capacity in the cloud
- Live Pause
- Reception on mobile hardware at home and on the go
- Video on Demand



Digital TV/radio subscription

| | Costs |
|---|--|
| Basic monthly fee (without discount) | CHF 35.00 |
| Landline connection fee | Included |
| Activation fee | None |
| TV set top box | Included (on loan, at no cost) Connections: HDMI, ethernet, power |
| Prerequisite | You must have a Sunrise Home Internet subscription (starting at CHF 50.00/month) in order to purchase this service. |
| Sunrise advantage | 10% discount off the basic fee when combining a Sunrise Internet, landline, and TV product with a Sunrise mobile subscription. Prerequisite: All products must be invoiced on the same bill. |

| | TV Funktionen |
|--------------------------------|--|
| Live TV | 270+ channels, including 80+ in HD |
| ComeBack TV | Up to 7 days after broadcast, 12,000+ ComeBack TV shows 250+ channels ComeBackTV-enabled |
| ComeBack TV agent | Yes - Search function for ComeBack TV shows |
| Recording function | 1,200 hours recording capacity (stored for 6 months in the cloud) Archive function for storing 50 recordings longer than 6 months |
| Live Pause | Yes |
| Favorites list | Yes - Channel can be freely selected |
| Video on Demand | Yes – 4,000+ films and "Hot from the US" series on Demand |
| Individual program tips | Yes - Program tips are generated using previous usage patterns |
| Electr. program guide | Yes |
| Quick zapper | Yes |

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|--------------------------------------|---|
| | TV Funktionen |
| Sunrise TV app | <p>Multiscreen function: The Sunrise TV app makes it possible to watch television independently using the Sunrise TV app on up to five mobile hardware devices (mobile phone or tablet) via the WiFi at home, or on the go via the mobile network.</p> <p>Push to TV function: With the Push to TV function, your mobile phone or tablet can be used as a remote control and to transmit shows from the program guide on your mobile hardware directly to the TV.</p> <p>Channels, functions: Over 100 channels including ComeBackTV.</p> <p>Reception through the mobile network. Data traffic through the Sunrise TV app will not be charged against included data or 4G high-speed volume for customers with a mobile subscription from Sunrise. All other costs for data transmission are charged in accordance with the respective contractual agreement or mobile subscription with the corresponding mobile service provider.</p> <p>Abroad: Recordings and ComeBack TV can be watched abroad. For licensing reasons, however, it is not possible or permissible to view live TV while abroad.</p> <p>System availability: iOS and Android. The Sunrise TV app can be downloaded from the app store or Google Play for free.</p> |
| | TV / Radio |
| TV channels | See TV channels . |
| | Contract duration |
| Cancellation Contact | <p>The termination of the subscription must be done either over the phone or via Sunrise Chat. Visit www.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 (0)800 100 600 <p>Monday to Friday 8:00 a.m. – 7.00 p.m.</p> <p>Termination via Sunrise Chat.</p> <ul style="list-style-type: none"> - The link to the chat is available on www.sunrise.ch/cancellation <p>Monday to Friday 8:00 a.m. – 7.00 p.m.</p> |
| Minimum duration subscription | 12 months |
| Cancellation subscription | <p>The contract may be terminated with a notice period of 2 months after the end of the minimum contract duration.</p> <p>Once the minimum contract duration has elapsed, the contract may be terminated at any time with a notice period of 2 months.</p> <p>Cancellation of the Sunrise Home TV subscription will automatically cause all options connected with this service to be cancelled as well. When this occurs, the minimum durations for certain options (e.g. Teleclub one year minimum duration) must also be taken into account. Cancellation of a TV subscription does not affect the Internet subscription or any Sunrise Home phone subscription you may have.</p> |
| Early cancellation | <p>If the contract is terminated before the minimum contract duration is reached, the recurring monthly basic charges of the remaining period for the TV subscription must be paid in full. If the minimum duration of options (e.g. Teleclub, Canal+) has not yet been reached, the monthly basic fees for the remaining period of the option must be paid in full.</p> |

| | Contract duration | | | | | | | | | | | | | | | | |
|--|---|----------|---|--------|---|-----------------|------------------|--------------------|------------------|--------------------|------------------|------------------|-----------------|-----------------------|---------------------|---------------------------|---------------------|
| Switching TV subscription | You can switch to another Sunrise Home TV subscription any time free of charge. | | | | | | | | | | | | | | | | |
| Subscription migration | The minimum contract duration will be transferred when you switch from an older TV product. | | | | | | | | | | | | | | | | |
| Invoicing | The basic fee is invoiced after activation. The basic fee is automatically invoiced on a monthly basis until cancellation. If you cancel during the current billing month, the basic fee will be charged on a pro-rated basis. | | | | | | | | | | | | | | | | |
| Industrial and commercial usage | The industrial or commercial broadcast of television and radio programs using Sunrise TV, e.g. in publicly accessible rooms, restaurants, hotels, businesses, shop windows, etc., may require a license from a Swiss copyright fee collection agency, depending on the type of usage. The customer is solely responsible for registering and obtaining the appropriate rights from the fee collection agency. Due to licensing restrictions, the industrial or commercial use of ComeBack TV, recordings, and the Live Pause function is prohibited. | | | | | | | | | | | | | | | | |
| | Miscellaneous | | | | | | | | | | | | | | | | |
| Note | The availability of Sunrise TV is location-dependent. | | | | | | | | | | | | | | | | |
| TV/radio hardware | TV and radio hardware must be compatible with digital TV or digital radio. With the subscription, one TV set can be connected and used per household or subscription. Additional hardware can be connected with the optional TV Multibox. | | | | | | | | | | | | | | | | |
| TV Multibox | Optionally available for CHF 10.00 per month. The TV Multibox makes it possible to connect an additional TV set in the same household. | | | | | | | | | | | | | | | | |
| Available options | <table> <tbody> <tr> <td>Teleclub</td> <td>PayTV – films (only German part of Switzerland)</td> </tr> <tr> <td>Canal+</td> <td>PayTV – films (only French part of Switzerland)</td> </tr> <tr> <td>PinkPlus Serbia</td> <td>Serbian programs</td> </tr> <tr> <td>Sunrise TV Russian</td> <td>Russian Programs</td> </tr> <tr> <td>Sunrise TV Espanol</td> <td>Spanish programs</td> </tr> <tr> <td>START India Pack</td> <td>Indian programs</td> </tr> <tr> <td>Sunrise TV Portuguese</td> <td>Portuguese programs</td> </tr> <tr> <td>Sunrise TV Kids on Demand</td> <td>Children's programs</td> </tr> </tbody> </table> | Teleclub | PayTV – films (only German part of Switzerland) | Canal+ | PayTV – films (only French part of Switzerland) | PinkPlus Serbia | Serbian programs | Sunrise TV Russian | Russian Programs | Sunrise TV Espanol | Spanish programs | START India Pack | Indian programs | Sunrise TV Portuguese | Portuguese programs | Sunrise TV Kids on Demand | Children's programs |
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| Sunrise TV Kids on Demand | Children's programs | | | | | | | | | | | | | | | | |
| Support | Free technical support over the phone at 0800 707 707 (Mon. - Fri., 8:00 a.m. to 10:00 p.m., Sat. - Sun., 10:00 a.m. to 7:00 p.m.) | | | | | | | | | | | | | | | | |
| Contract components | <ul style="list-style-type: none"> - Contract for Internet, landline, and TV services - Special conditions for Internet, landline and TV - Special conditions for Sunrise TV app - General terms and conditions | | | | | | | | | | | | | | | | |
| Status | 13.02.2019 | | | | | | | | | | | | | | | | |