

## Connection Backup option

Protection in the event of service disruptions or outages of the landline network: Automatically and seamlessly, continue to surf the Internet, make and receive calls on the Sunrise mobile network with the Connection Backup option.

### Internet option

	Cost
Price (without discounts)	CHF 10.00/month, including hardware
Minimum contract duration	12 months
Activation fee	None

	Services
Services	Sunrise ensures the seamless continuation of its Internet and landline network services during landline network service disruptions or outages. If such a situation occurs, Sunrise automatically reroutes Internet and landline calling services over its mobile network with the help of a USB LTE stick. Mobile calling, SMS, and roaming are not included.
Note	The scope of the included services corresponds with those in the customer's Sunrise Internet Office subscription, including Internet data volume and data speed. 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.

	Hardware
Included hardware	LTE USB stick, Huawei E3372h with embedded SIM card. The hardware becomes the property of the customer and does not have to be returned to Sunrise.
Important hardware information	<ul style="list-style-type: none"> <li>The hardware provided by Sunrise is designated for use in one location and shall not be used in a location other than the installation address provided in the order.</li> <li>Please use the LTE USB stick only in conjunction with the Sunrise Internet Box in order to benefit from the full service included in Sunrise Office/Sunrise Office pro Basic voice. Mobile calling, SMS, and roaming are not possible. If you use the SIM card on a different device, the Internet connection will be blocked.</li> </ul>

	Use
Available for	Sunrise Office & Sunrise Office pro Basic voice
Sign-up	<ul style="list-style-type: none"> <li>• Online at <a href="http://sunrise.ch/mysunrise">sunrise.ch/mysunrise</a> (for Sunrise Office only)</li> <li>• At any <a href="#">Sunrise shop</a></li> <li>• By contacting our call center: 0800 707 700</li> </ul>
Activation	The option becomes available upon activation of the landline connection or upon customer's receipt of the LTE USB stick.
Minimum contract duration, renewal	<p>12 months.</p> <p>After the contract term expires, the option is auto-renewed every month at midnight (CET).</p>
Cancellation	<p>Customers may cancel the option at the end of the minimum contract duration. Subsequently, the option may be canceled on a monthly basis.</p> <p>The option is automatically canceled if the subscription the option is based on is canceled.</p>
Cancellation contact	<ul style="list-style-type: none"> <li>• By contacting our call center: 0800 100 600</li> <li>• Via Sunrise Chat: <a href="http://sunrise.ch">sunrise.ch</a></li> </ul>
Billing	The option fee is billed at the time of purchase and will then be automatically billed on a monthly basis until it is canceled. If a customer cancels during the month, the fee is billed for the entire month.
	Miscellaneous
Support	Free technical phone support at 0800 111 777 (24/7)
Components of the contract	<p>Special terms for Internet, landline, and TV services</p> <p>Special terms for Sunrise Office pro</p> <p>General Terms and Conditions</p>