



Sunrise

Up Phone M

Sunrise landline calling with no basic monthly fee for the infrequent user. With no landline connection fee.

Landline calling

	Costs
Basic monthly fee (without discount)	There are none. Only the individual connections are charged to your bill.
Landline connection fee	Included
Activation fee	None
Requirement	You must have a Sunrise Up Internet subscription for this service.
	Calling in Switzerland
Calls to landlines	CHF 0.13 + connection setup fee CHF 0.20/call Calls to special numbers (e.g., 084x, 090x, 18xx) and value-added services are not included.
Calls to mobile networks (all providers in Switzerland)	CHF 0.43 + connection setup fee CHF 0.20/call Calls to special numbers (e.g., 084x, 090x, 18xx) and value-added services are not included.
Call billing increments	Per second
Incoming calls	for free
Connection setup fee	There is no connection setup fee for free calls.
Special and short numbers	You can find the price list at https://www.sunrise.ch/en/residential/help/rechnung-und-zahlung/spezial--und-kurznummern.html
Blocking value-added service numbers	Chargeable value-added numbers (090x or 0960 numbers) can be blocked on request.
Toll-free numbers	0800: Calls to these numbers are free 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 centimes per minute (plus VAT, maximum cost for a domestic connection to a landline network).
Call forwarding	To the Sunrise mailbox free of charge. In other instances, the amount will be charged that would be due if the forwarding number would be called from one's own connection.
Listening to voice messages	for free
Saving voice messages	8 days Sunrise mailbox, 15 days Sunrise mailbox pro
Phone number suppression	Possible

Calling to foreign countries (international)	
Calls to foreign landlines	Country group 1: CHF 0.30/min. Country group 2: CHF 0.40/min. Country group 3: CHF 0.65/min. Country group 4: CHF 0.70/min. Country group 5: CHF 1.20/min. Country group 6: CHF 1.35/min.
Calls to foreign mobile networks	Country group 1: CHF 0.60/min. Country group 2: CHF 0.80/min. Country group 3: CHF 0.85/min. Country group 4: CHF 0.90/min. Country group 5: CHF 1.20/min. Country group 6: CHF 1.35/min.
Country group 1	Austria, Belgium, Canada, Denmark, Finland, France, Germany, Italy, Liechtenstein, Netherlands, Norway, Spain (incl. Balearic Islands, Canary Islands), Sweden, United Kingdom UK (incl. Guernsey, Isle of Man, Jersey), USA (incl. Alaska, Hawaii), Vatican City. Overseas territories of the countries listed are excluded.
Country group 2	Andorra, Australia, Cyprus, Faroe Islands, Gibraltar, Greece, Iceland, Ireland, Israel, Luxembourg, Malta, Monaco, New Zealand, Portugal (incl. Madeira, Azores), San Marino
Country group 3	Albania, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Czech Republic, Estonia, Hong Kong, Hungary, Japan, Kosovo, Latvia, Lithuania, Macedonia, Moldova, Montenegro, Poland, Romania, Russia, Serbia, Singapore, Slovakia, Slovenia, Turkey, Ukraine
Country group 4	Algeria, Argentina, Brazil, Chile, China, Dominican Republic, East Timor, Egypt, Indonesia, Libya, Malaysia, Mexico, Morocco, Philippines, Puerto Rico, South Africa, South Korea, Taiwan, Thailand, Tunisia, Virgin Islands (USA),
Country group 5	Angola, Armenia, Azerbaijan, Bahrain, Bangladesh, Belize, Benin, Bhutan, Bolivia, Botswana, Brunei, Burkina Faso, Burundi, Cameroon, Central African Republic, Columbia, Congo (Brazzaville), Congo (Democratic Republic), Costa Rica, Djibouti, Ecuador, El Salvador, Equatorial Guinea, French Antilles, French Guyana, French Polynesia, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guadeloupe, Guatemala, Guinea, Honduras, India, Iran, Jamaica, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Lebanon, Lesotho, Liberia, Martinique, Mauritania, Mongolia, Mozambique, Nepal, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestine, Papua New Guinea, Paraguay, Peru, Qatar, Rwanda, Saint Barthélemy, Saint Martin, Saudi Arabia, Sierra Leone, Sri Lanka, Syria, Tajikistan, Tanzania, Trinidad and Tobago, Turkmenistan, Uganda, United Arab Emirates, Uruguay, Uzbekistan, Venezuela, Zambia, Zimbabwe
Country group 6	Afghanistan, American Samoa, Anguilla, Antarctica, Antigua (Barbuda), Aruba, Ascension Island, Bahamas, Barbados, Cambodia, Cape Verde Islands, Caribbean, Cayman Islands, Chad, Christmas Island, Comoros, Cook Islands, Cuba, Diego Garcia, Dominica, Eritrea, Ethiopia, Falkland Islands, Federated States of Micronesia, Fiji, Guam, Guayana, Guinea-Bissau, Haiti, Iraq, Ivory Coast, Kiribati, Laos, Macau, Madagascar, Malawi, Maldives, Mali, Marshall Islands, Mauritius, Mayotte, Micronesia, Montserrat, Myanmar, Namibia, Nauru, Netherlands Antilles, New Caledonia, Niue, Norfolk Island, North Korea, Northern Mariana Islands, Palau, Panama, Réunion, Saint Kitts and Nevis, Saint-Pierre and Miquelon, Samoa, Santa Lucia, São Tomé and Príncipe, Senegal, Seychelles, Solomon Islands, Somalia, St. Vincent and the Grenadines, Sudan, Suriname, Swaziland, The Bermudas, Togo, Tokelau, Tonga, Turks and Caicos Islands, Tuvalu, Vanuatu, Vietnam, Virgin Islands (GB), Yemen
Connection setup fee	The connection fee for calls made to foreign landline and mobile networks amounts to half of the per minute price of the country being called.
Call billing increments	Per second

Calling to foreign countries (international)	
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>Note: Calls from Switzerland to specific value-added services or special numbers abroad can be blocked.</p>
Toll-free numbers	<p>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 if these numbers are marked as being provided free of charge.</p>
Calls to participants with a satellite number	<p>Calls made from Switzerland to participants with a satellite number (e.g., with area code 0087 or 0088) are charged at higher per-minute rates of up to about CHF 15.– depending on the satellite network used.</p>
Call forwarding abroad	<p>Calls forwarded to a foreign phone number will be charged at the usual standard rate for outgoing phone calls made to foreign numbers.</p>

Contract duration	
Minimum duration	None
Cancellation	<p>The subscription may be canceled with a notice period of 60 days at the end of the minimum contract duration. Once the minimum duration has ended, the subscription can be canceled at any time with a notice period of 60 days at the end of any month.</p>
Switching subscriptions	<p>You can always switch between Sunrise Up Phone subscriptions free of charge.</p>

Miscellaneous

Phone number porting

You can keep your old phone number when you switch to Sunrise, even if you will be switching to an area with a different area code (e.g., from 031 to 044). When this occurs, your area code will no longer be associated with the area you live in.

If the old phone number is not ported and a new phone number is activated, the old phone number will remain blocked for six months. After that, it will be given to someone else.

Sunrise will take care of the formalities associated with porting.

Alarm

Up Phone M and Up Phone L are not meant to be used with security systems with analog dial devices (e.g., alarms). For more information, please contact our support department.

Telephone hardware

Not included. The device must be connected to the Sunrise Modem and be compatible with the Sunrise landline infrastructure.

Emergency calls

As a rule, emergency calls can only be guaranteed for the installation address specified in the contract.

Available options

Mycountry flat option	Flat calls to a country of choice
Global option	Lower per-minute rates to many countries

Support

Free technical phone support at 0800 707 707
(Mon. – Sat., 8:00 a.m. – 10:00 p.m., Sun. 9:00 a.m. – 10:00 p.m.)

Components of the contract

- Contract for Internet, landline and TV services
- Special provisions for Internet, landline and TV
- Sunrise mail Terms of Use
- General terms and conditions

Version

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