

## Business swiss neighbors

The flexible mobile subscription for Switzerland and the neighboring countries Germany, France, Italy, Austria and Liechtenstein.

- Calls and SMS/MMS
  - unlimited in Switzerland
  - unlimited from Switzerland to the neighboring countries
  - unlimited in neighboring countries (roaming)
- Surfing at high speed with 4G+
  - unlimited in Switzerland
  - 4 GB in the neighboring countries (roaming)



### Mobile subscription

	Costs
Basic monthly fee (without discounts)	Individual
Activation fee incl. SIM card	CHF 49.00
Options activated by default	Travel day pass data option: CHF 1.90 – 100 MB for 24 hours. Roaming in Region 1 countries (Europe, USA, and Canada). Only with actual use. Option can be deactivated. More information under Roaming. This option is activated in the neighboring counties as soon as the roaming data volume is used up.
	Mobile Internet in Switzerland
Data volume	Unlimited
4G+ high speed Data speed	Unlimited
Maximum speed	4G+ network (high speed) 300 Mbit/s (download) and 150 Mbit/s (upload)
Data billing increments	In 20 KB increments. Every partially used unit will be billed as a full unit.
Note	The listed transmission speeds represent optimal performance and are not guaranteed. The actual Internet speed depends, for example, 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. Local and temporary priority and speed reduction measures in the context of network management may occur.

	Calling 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 <a href="#">price list for special and short numbers</a>.</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 or 0960 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	<p>Free</p> <p>If needed, the recorded message can also be sent as a voice file to an e-mail address. Activation: Send an SMS to 935 with the text: MSGTOMAIL <a href="mailto:maxmuster@sunrise.ch">maxmuster@sunrise.ch</a> Deactivation: Send an SMS to 935 with the text MSGTOMAIL STOP.</p>
Storage 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

	Calling to foreign countries (international)
Calls to neighboring countries	<p>Unlimited and free in the following countries:</p> <p>Germany, Austria, Liechtenstein, Italy, and France. The overseas territories of these countries are not included.</p> <p>Calls to special numbers, short numbers and value added services are excluded. Other countries are charged at the standard rate.</p>
Calls to other countries – standard rates	<p>The price depends on the country called. If the subscription does not have credit or the credit has been used up, international calls will be charged at the standard rate.</p> <p>See <a href="#">price list for international calls</a></p>
SMS/MMS to foreign countries	Unlimited and free of charge in all countries of 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. <a href="#">See international VAS number price list.</a></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 <a href="#">roaming price list</a> ).
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 the neighboring countries	<p>4 GB high speed Internet included</p> <p>Other regions and countries at the standard rate. After the data volume is reached, the travel day pass data option for Region 1 is activated (CHF 1.50. for 100 MB during 24 hours). Roaming is blocked when this option is deactivated. Other roaming packages may also be purchased.</p>
Calls within a neighboring country	<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 neighboring country	<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 neighboring country to another neighboring country	<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>
Incoming calls to a neighboring country	<p>Free</p> <p>Other regions and countries at the standard roaming rate.</p>
SMS/MMS in a neighboring country	unlimited
Calls from a neighboring country to another country	Prices according to the <a href="#">standard roaming rate</a>
Mobile Internet in other countries	Prices according to the <a href="#">standard roaming rate</a>
Roaming overview Cost protection	<p>Region 1</p> <ul style="list-style-type: none"> <li>- The travel day pass data option is installed by default.</li> <li>- Data roaming at the standard rate is deactivated by default.</li> <li>- Call roaming (calling, SMS, MMS) at the standard rate is deactivated by default.</li> </ul> <p>Region 2-3</p> <ul style="list-style-type: none"> <li>- The travel day pass option is not available.</li> <li>- Data roaming at the standard rate is deactivated by default.</li> <li>- Call roaming (calling, SMS, MMS) at the standard rate is deactivated by default.</li> </ul> <p>All regions</p> <ul style="list-style-type: none"> <li>- Incoming voice messages to the Sunrise Mailbox are free worldwide.</li> <li>- Attractive roaming data packages.</li> </ul>

	Calls and mobile Internet abroad (roaming)
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 Cockpit	<p>The Roaming Cockpit is available via: <a href="http://cockpit.sunrise.ch">cockpit.sunrise.ch</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>o Activate or deactivate the Sunrise mailbox while abroad</li> <li>o Allow or prevent calls, SMS and data connections on ships and airplanes</li> <li>o Activation and deactivation of roaming at the standard rate</li> <li>o Enabling or disabling receipt of roaming information SMS</li> </ul> </li> <li>- Cost control limit for data roaming</li> <li>- Information about installed data packages</li> <li>- Information about used data credit</li> <li>- Deactivating the travel day pass option</li> <li>- Purchasing attractive roaming options</li> <li>- Roaming standard rates</li> </ul> <p>For business customers, specific settings can be blocked by the company so the user cannot change them in the Roaming Cockpit (cost protection limits, activation/deactivation of standard roaming rate, travel day pass option).</p>
Travel day pass data Region 1 (46 countries)	<p>This option is installed with your subscription by default for the purpose of cost protection and will be activated automatically when it is first used abroad in Region 1:</p> <p>100 MB for CHF 1.90, valid for 24 hours.</p> <p>If you use up the credit within 24 hours, roaming will be blocked. If you start using services again after 24 hours, the option will be reactivated. Multiple packages can be purchased within a 24-hour cycle. When a 24-hour cycle comes to a close, the unused data credit will expire.</p> <p>The remaining duration of use or the remaining data credit can be checked in the Sunrise Cockpit: <a href="http://cockpit.sunrise.ch">cockpit.sunrise.ch</a>.</p> <p>The travel day pass data option for Region 1 can be uninstalled in the Roaming Cockpit. To be able to surf abroad without this option, the data roaming option at the standard rate must be activated in the Roaming Cockpit.</p> <p><u>Note:</u> In Region 1, the travel day pass option (100 MB – CHF 1.90) replaces the more expensive roaming at the standard rate (1 MB – CHF 1.00). Therefore, we do not recommend deactivating the option.</p>
Neighboring countries	<p>Germany, Austria, Liechtenstein, Italy, France. The overseas territories of these countries are not included.</p>

Calls and mobile Internet abroad (roaming)	
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, Norway, Poland, Portugal (incl. Madeira, Azores), Puerto Rico, Romania, San Marino, Slovakia, Slovenia, Spain (incl. Canary Islands, Balearic Islands), Sweden, The Netherlands*, Turkey, United Kingdom*, United States* (incl. Hawaii, Alaska), Vatican City, Virgin Islands (US).</p> <p>*Overseas regions of the listed countries are excluded.</p>
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"> <li>- Outgoing calls</li> <li>- Incoming calls</li> <li>- SMS/MMS</li> <li>- Mobile Internet or data usage</li> </ul> <p>See <a href="#">roaming price list</a></p> <p>Roaming data packages are recommended to keep costs down.</p>
Roaming hierarchy – credits and options	<p>If several roaming volume credits or roaming options are available during a stay abroad, they will be used in the following order:</p> <ol style="list-style-type: none"> <li>1) Travel data roaming option – if activated.</li> <li>2) Travel days roaming options</li> <li>3) Roaming credit in the mobile subscription (for example, business mobile Swiss neighbors)</li> <li>5) Travel data roaming option – if installed and not previously activated.</li> <li>6) Travel day pass data option – if installed</li> <li>7) Roaming at the standard rate, billed according to used MB – if activated.</li> </ol>
Call billing increments	By the minute. Every partially used minute will be charged as a full minute.
Connection setup fee	None
Hierarchy of calling/SMS balance	<p>If several roaming calling balance options are available while you are abroad in Region 1, they will be used up in the following order:</p> <ol style="list-style-type: none"> <li>1. Volume from an activated travel days option</li> <li>2. Volume from the mobile subscription</li> <li>3. Volume from another activated roaming option</li> </ol>
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.

	Calls and mobile Internet abroad (roaming)
Satellite roaming	Roaming via satellite connections, such as on airplanes and cruise ships, is charged at higher rates.
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 the Sunrise mailbox	Free  Deactivate mailbox: #145# Activate mailbox: *145#
Listening to voice messages	Calls made to the Sunrise mailbox from abroad in order to listen to voice messages are charged at the standard roaming rate.
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 switched on or off in the Roaming Cockpit or in My Sunrise (depending on customer segment).</p> <p>Sunrise data alert activated by default with a monthly cost limit of CHF 300.00. The limit can be changed or deactivated in the Roaming 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	The subscription is activated on the day you register or on the scheduled date if the number is being ported.
Minimum duration	12 or 24 months
Cancellation	<p>The subscription can be canceled at the end of the minimum duration, with a notice period of 60 days.</p> <p>If this contract is canceled before the minimum contract duration is reached or without complying without the notice period, additional charges will be assessed. If the contract is canceled before the minimum contract duration is reached, then the total recurring monthly basic charges for the remaining contract period will be due immediately. If the contract is canceled after expiration of the minimum contract duration, but without observation of the two-month notice period, an administrative fee of CHF 100.- will be due.</p>

	<b>Contract duration</b>
Switching subscriptions	You can switch between any Business Mobile subscription (swiss start, swiss calls and swiss unlimited, neighbors, europe & us, world) at any time free of charge as long as you are upgrading (switching to a subscription with a higher basic fee). You can only downgrade (switch to a subscription with a lower basic fee) by paying a migration fee.
Billing	The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until cancellation. If you register during a billing month, the basic monthly fee will be charged on a prorated basis.
	<b>Miscellaneous</b>
Included volume	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.
Replacement SIM cards	CHF 49.00 to replace a SIM card or to obtain a SIM card in a new format.
Wi-Fi Calling	When there is weak reception in your home, Wi-Fi Calling improves reception for mobile calls. Billing is analogous to national calls (see above).  More information: <a href="http://sunrise.ch/wificalling">sunrise.ch/wificalling</a> .
Devices	With a "device included" subscription, a mobile phone or tablet can be purchased at a reduced price as low as CHF 1.00. Your customer representative will provide you an overview of available devices and prices.
Sunrise network coverage	See <a href="#">network coverage map</a> .
Awards	





	Miscellaneous	
Available options	Travel days options travel data options Travel voice options my country options extra SIM surf & talk	More affordable calling and surfing abroad Surf abroad (roaming) for less money More affordable calling abroad Unlimited calling in the country of your choice Surf and call with a second device
Support	- General questions: Please contact your personal advisor or call 0800 555 554. - Technical phone support at 0800 550 020	
Contract components	- Individual contract (if available) - Special provisions for mobile phone services (if available) - General Terms and Conditions for business customers (if no individual contract)	
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