

Freedom swiss start

The flexible mobile subscription with no minimum duration:

- Unlimited calls to Sunrise mobile
- Unlimited calls to three numbers of your choice in every Swiss network
- Unlimited SMS/MMS in Switzerland
- Unlimited surfing in Switzerland
- 4G+ high-speed up to 500 MB per month

Mobile subscription

	Costs
Basic monthly fee (without discount)	CHF 25.00
Combination prices Validity of the Sunrise advantage/Sunrise One discount in promotions	<p>CHF 22.50 when you combine a Sunrise Home Internet, landline, and TV product. 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
Options activated by default	<ul style="list-style-type: none"> - Sunrise speed booster option: CHF 1.20/day after you use up the included 4G+ high-speed volume and until the end of the billing month. Option can be permanently deactivated. See information below on the Sunrise speed booster option. - travel day pass data option: CHF 1.90 – 100 MB for 24 hours. Roaming in the countries of Region 1 (Europe, USA, Canada). Only with actual use. Option can be deactivated. More information under Roaming.
	Mobile Internet in Switzerland
Data volume	Unlimited
4G+ high-speed data	<p>500 MB/month included</p> <p>After using up all of your 4G+ high-speed volume, the speed will be reduced (128 kbit/s upload and download) if the Sunrise speed booster option has not been activated.</p>

Mobile Internet in Switzerland

WhatsApp data volume	<p>WhatsApp included:</p> <ul style="list-style-type: none">- The data volume used through WhatsApp is not counted toward your high-speed data volume quota in Switzerland and does not affect your data rate. Only valid for text, picture, and video files and audio recordings.- Data volume used to download WhatsApp, to make calls via WhatsApp (VoIP Calling), and any costs incurred when using the service are not included. <p>WhatsApp users must be at least 16 years old (WhatsApp requirement).</p>
Maximum speed	4G+ network (high speed) 700 Mbit/s (download) and 300 Mbit/s (upload)
Sunrise speed booster option	<p>This option is activated by default. After using up the 4G+ high-speed volume included in your Freedom rate, it will allow you to keep on surfing automatically with 4G high-speed service for just CHF 1.20 per day. One day is counted starting from the time of first use until midnight of the same day.</p> <p>This option can be permanently deactivated at any time, in which case you will be able to keep on surfing free of charge and without limitation, but at a reduced speed (128 kbit/s upload and download). The reduced speed allows you to use basic Internet features such as e-mail, messaging, and surfing. When streaming audio or video, you may experience more buffering than usual. You may also see slower load times with websites containing large files.</p>
Data billing increments	<p>In 20 KB increments.</p> <p>Every partially used unit will be billed as a full unit.</p>
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>

Calling in Switzerland

Calls to Sunrise mobile phones	<p>Unlimited</p> <p>Calls to special numbers (e.g. 084x, 090x, 18xx), short numbers, and value-added services are excluded.</p>
Calls to other Swiss mobile and landline networks	<p>Unlimited calls to 3 Swiss phone numbers of your choice.</p> <p>All other calls CHF 0.55/min</p> <p>Calls to special numbers (e.g. 084x, 090x, 18xx), short numbers, and value-added services are excluded.</p> <p>The favorite phone numbers can be changed each month in My Sunrise.</p>
SMS, MMS to all Swiss networks	Unlimited

Calling in Switzerland	
Incoming calls	Free
Special and short numbers	<p>Calls to special and short numbers are charged at special rates. See the 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). Final amount per call is rounded to 10 cents.</p>
Blocking value-added service numbers	Chargeable value-added numbers (090x 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 amount due if you call the forwarding number from your own phone.
Listening to voice messages	Free
Storage of voicemails	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)	
International calls	The prices depend on the country called. If the subscription concerned does not have credit or the credit has been used up, calls to foreign countries will be charged at the standard rate:
Standard rates	See prices for international calls
SMS/MMS to foreign countries	CHF 0.25 per SMS CHF 1.00 per MMS
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 excluded from the standard rate and included 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. 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 if these numbers are marked as being provided free of charge.

Calling to foreign countries (international)	
Calls to subscribers through a satellite connection	Calls made from Switzerland to participants with a mobile phone number who are on a cruise ship, for example, where the call is connected through satellite are charged the normal Swiss domestic rate. The subscriber receiving the call will pay the satellite roaming rate for the incoming call (see roaming price list).
Calls to subscribers with a satellite number	Calls made from Switzerland to a satellite number (e.g. with 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 made to foreign numbers.

Calls and mobile Internet abroad (roaming)	
Overview roaming cost protection	<p>Region 1</p> <ul style="list-style-type: none"> - The travel day pass data option is installed by default. - Data roaming at the standard rate is deactivated by default. - Calling network roaming (calling, SMS, MMS) at the standard rate is activated by default. <p>Region 2-3</p> <ul style="list-style-type: none"> - The travel day pass data option is not available. - Data roaming at the standard rate is deactivated by default. - Calling network roaming (calling, SMS, MMS) at the standard rate is activated by default. <p>All regions</p> <ul style="list-style-type: none"> - Incoming voice messages in the Sunrise Mailbox are free worldwide. - Attractive roaming data packages.
Activation and deactivation of roaming at the standard rate	<p>Data roaming abroad at the standard rate (billed according to MB usage) is deactivated by default and can be activated in the roaming cockpit.</p> <p>Calling and SMS roaming abroad are activated by default.</p> <p>In order to activate data roaming at the standard rate in Region 1, the travel day pass data option will first have to be deactivated.</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 - Deactivation of travel day pass option - Purchase of attractive roaming options - Roaming standard rates
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>

Calls and mobile Internet abroad (roaming)

When the 24 hour use duration runs out, any unused data volume will expire. If another mobile Internet connection is made after the duration of use expires, the option will be automatically renewed at the price of CHF 1.90 for another data credit of 100 MB for 24 hours.

If the data credit of 100 MB is used up within 24 hours, you will no longer be able to surf. The option is not automatically reactivated. However, you can purchase an additional 100 MB for CHF 1.90 in the Sunrise Cockpit.

You can review the remaining duration of use or the remaining data credit in the Sunrise Cockpit at cockpit.sunrise.ch.

The travel day pass data option for Region 1 can be uninstalled in the Sunrise Cockpit. To be able to surf abroad without this option, you will have to activate data roaming at the standard rate in the Sunrise Cockpit.

Note: In Region 1, the travel day pass option (100 MB for CHF 1.90) replaces more expensive roaming at the standard rate (1 MB for CHF 1.00). We therefore advise against manually deactivating the option.

Country list Region 1
(46 countries)

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.

European continent except: Albania, Belarus, Bosnia, Kazakhstan, Kosovo, Macedonia, Moldova, Montenegro, Russia, Serbia, Ukraine.

Roaming standard rates

The usage-based rates depend on the country where you are located (Regions 1-3). It is billed based on MB usage. If the subscription concerned does not have any credit or the data credit has been used up, the following services will be charged at the standard roaming rate:

- Outgoing calls
- Incoming calls
- SMS/MMS
- Mobile Internet and data usage

See [roaming price list](#).

Roaming data packages are recommended to keep costs down.

Hierarchy of roaming credit and options

If several roaming volume credits or roaming options are available during a stay abroad, they will be used up in the following order:

- 1) Travel data roaming option - if activated.
- 2) Travel days roaming options
- 3) Roaming credit included in the mobile subscription (e.g. Business mobile swiss neighbors)
- 5) Travel data roaming option - if installed and not previously activated.
- 6) Travel day pass data option - if installed
- 7) Roaming standard rates billed based on MB usage - if activated.

Call billing increments

By the minute. Every partially used minute will be charged as a full minute.

Connection setup fee

None

Calls and mobile Internet abroad (roaming)	
Special and short numbers	Calls abroad made to special numbers, short numbers, or premium rate 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 from a foreign country to a toll-free number in the same foreign country or in another country are charged at a higher rate, just as special numbers are, and are not included in the available discretionary calling time credit.
Satellite roaming	Roaming over satellite connections, such as on airplanes and cruise ships, is charged at higher rates. Only satellite connections via Call/SMS/MMS are possible. Data roaming is blocked.
Call forwarding	When a call is forwarded from abroad (e.g. 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.
Data billing increments	Region 1: in 100 KB increments Region 2: in 100 KB increments Region 3: In 20 KB increments Increments are billed per session.
Cost control roaming	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 Sunrise Cockpit or My Sunrise. Sunrise data alert is activated by default with a monthly cost limit of CHF 100. The limit can be changed or deactivated in the Sunrise Cockpit or My Sunrise. When 50% of the set 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. Canceling the block for the current month: Send an SMS (free) with the text "UNBLOCK" to 3310 The roaming cost limit Sunrise data alert includes the roaming data costs accrued within one calendar month without the charges for roaming options or roaming data packages. 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 the sending of the alert SMS or blockage of data usage.
Contract duration	
Activation	The subscription is activated on the day you register or on the scheduled date if the number is being ported.
Subscriptions without minimum duration, cancellation	No minimum duration. The subscription can be cancelled at the end of each month with a notice period of 60 days.

	Contract duration
Subscriptions with minimum duration, cancellation	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.
Subscriptions with device plan	<p>The termination of a mobile subscription shall take effect when all outstanding installments of the device plan associated with the mobile subscription are paid or the device plan is terminated together with the mobile subscription.</p> <p>If the customer terminates the mobile subscription and the device plan at the same time, both the mobile subscription and the device plan shall end after the 60-day notice period for the mobile subscription is up. Any device plan installments that were outstanding at that point become due immediately and must be paid all at once. If there are multiple device plans associated with the mobile subscription, all device plans for which all installments have not yet been paid will be terminated together with the mobile subscription.</p> <p>If the customer terminates only the mobile subscription, and unpaid device plan installments remain at the time the mobile subscription is terminated, the mobile subscription termination date is moved to the end date of the device plan (that is, 24 months after receiving the device). If there are multiple device plans associated with the mobile subscription, the mobile subscription termination date is moved to the end date of the most recent device plan. For more information, visit: www.sunrise.ch/cancellation.</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>
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>

Contract duration																	
Billing	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.																
Miscellaneous																	
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.																
Service fees	See the price list for service fees .																
Replacement SIM	CHF 55.00 to replace a SIM or to obtain a SIM in a new format.																
Bill	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																
Wi-Fi Calling	When there is weak reception in your residence, Wi-Fi Calling will improve reception for mobile calling. More information: sunrise.ch/wificalling																
Device plan	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.																
Sunrise network coverage	See network coverage map .																
Available options	<table border="0"> <tr> <td>travel talk options</td> <td>More affordable calling abroad (roaming)</td> </tr> <tr> <td>travel days options</td> <td>More affordable calling and surfing abroad</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> </table>	travel talk options	More affordable calling abroad (roaming)	travel days options	More affordable calling and surfing abroad	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
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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																