

Prepaid flat options

The perfect addition for prepaid rates. Flat packages included each month with:

- 4G+ Highspeed mobile Internet,
- Unlimited SMS/MMS in Switzerland
- Data volume Unlimited

Option for prepaid

	Services
	FLAT START
Calls to Swiss landlines	Standard rat
Calls to Sunrise Mobile and Young mobile	Unlimited
Calls to other Swiss mobile networks	Standard rat
SMS/MMS in Switzerland	Unlimited
Mobile Internet in Switzerland. Data volume	unlimited incl. 500 MB 4G+ High Speed internet The first 500 MB/month at 4G+ high speed then reduced speed down to 256 kbit/s (download) and 128 kbit/s (upload) 4G+ High Speed up to 300 Mbit/s (download) and 150 Mbit/s (upload)
Price per month	CHF 20.00
	Loyalty discount: 20 % off the basic fee starting from the 7th consecutive month
	Use
Available to	For all current and older Sunrise prepaid rates. (not for Sunrise Prepaid Young & Prepaid Unlimited Rateplan)
Registration	Register by sending an SMS with keyword "Flatstart" to 5522. Or through "My Account"
Activation	The option will be activated immediately after SMS message registration.
Duration	1 month. The duration is determined based on the number of calendar days in the month of activation.
Renewal	At the end of each month at midnight, the option will renew for another month as long as sufficient credit balance is available. If, at the time of option renewal, the balance is not sufficient, the option will be put on hold for one month. If the account is topped up within this time period, the option will be automatically reactivated. Otherwise the option will be permanently deleted and will have to be activated again if needed.

	Use
Using up individual included credit balances	If the included credit for calls or SMS is used up before one month is up, these services will be billed at the standard rate until the end of the duration period (see factsheets for the respective prepaid rates). Data connections will continue to function without limitation, but at a reduced speed (up to 256 kbps). Only then will the option be renewed.
Additional data credit balance	When the data credit balance for mobile Internet runs out, additional data credit of 500 MB for 4G+ high-speed Internet can be activated at any time for CHF 5.00. The option is not automatically renewed. Data volume that is not used up within one month cannot be carried over to the next month. Sign up by SMS: Text SPEED to 5522
No transfer	If your included credit balance is not used up completely by the end of the month, it will expire. It cannot be transferred to a newly activated option.
Usage control	You will be notified by SMS about usage of your individual included credit balances. Querying remaining balance: *136# plus call button
Switch	You can switch to a larger/smaller option at any time. If a balance is present in the included volume before the switch, it should be used up before the new option starts or it will expire one month after registration/reactivation. It is not possible to subscribe to multiple Flat options at the same time. If, during the duration period of a certain option, another option is selected, the first option will be automatically deactivated once any remaining included volume has been used up.
Logout	By sending an SMS to 5522 with the text FLATSTART STOP or in "My Account". Any unused included credit balance can be used up before the current month ends.
	Miscellaneous
Connection setup fee	None
Calling billing increments	By the minute. Every partially used minute will be billed as a full minute.
Data billing increments	In 20 KB increments. Every partially used unit will be billed as a full unit.
Data credit	After the 4G+ high-speed credit balance is used up, the speed will automatically be reduced to 256 kbit/s.
Data speed	The transmission speeds listed represent optimal performance and are not guaranteed. The actual Internet speed depends on, for example, the connection, the distance to the nearest telephone exchange, the quality of the lines, or other factors, and may be lower than the stated maximum Internet speed.
SMS/MMS	SMS/MMS sent within Switzerland to Swiss mobile numbers count as included messages. SMS value-added services are excluded.
Support	Free technical support over the phone at 0800 707 707
Components of the contract	- Special provisions for mobile telephony services - General Terms and Conditions
Status	May 2022