

Business Mobile Backup Option for SME SecureConnect

Mobile backup is designed to reduce service interruptions during outages of the primary fixed connection. Failover functionality depends on the mobile network coverage, technical availability and local conditions.

	Price
Base monthly fee (without discounts)	Prices according to published price lists SME SecureConnect Pricing List. All prices are exclusive of VAT unless stated otherwise.
Activation fee	Prices according to published price lists SME SecureConnect Pricing List. All prices are exclusive of VAT unless stated otherwise.

	Features
Service	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 an extra router.
Note	The scope of the services included corresponds with those in the customer's SME SecureConnect 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	The hardware is an extra router provided by Sunrise (on loan) with a SIM card.
Important information	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. The mobile backup router must be used only in conjunction with the main router of the SME SecureConnect service in order to benefit from the full service that is included. If the SIM card is used on a different device, the Internet connection will be blocked.

	Usage
Available for	- Customers with the SME SecureConnect subscription. - Mobile backup requires sufficient Sunrise mobile network coverage at the installation site.
Activation	The option will be activated the day after registration is completed and can be purchased via the following channels: - Web page: sunrise.ch/en - Sunrise shop - Call centre: 0800 707 700 - Your personal customer advisor If a change of router is required, this extra time must be considered.
Installation	For reliable failover operation, place the mobile backup router in a location with good mobile network coverage, preferably close to a window. Check the signal strength indicator and select the position with the strongest signal. Walls, metal structures and other obstacles can reduce signal quality.

Network configuration	No configuration of the modem needed.
Minimum duration	Same as the main bundle (SME SecureConnect M, L or XL), when the option is sold together with the main bundle.
Cancellation	See Legal matters Sunrise Business
How to cancel	Cancellation of the subscription must be made by phone. See details at https://www.sunrise.ch/business/en/legal/cancellation. Cancellations by postal letter or email are not valid. Cancellation by phone: Monday to Friday 08:00 – 17:00. From within Switzerland: 0800 144 244 (free of charge) From abroad: +41 (0)800 144 244 Or through your personal customer advisor.
Billing	The base fee is billed after activation. The base fee is automatically billed on a monthly basis until the option is cancelled. For a cancellation effective during an ongoing billing month, the basic fee will be charged on a pro rata basis.
Time zone	Activation, deactivation and duration of usage are always based on the Swiss time zone. Please note any time-zone differences.

	General
Technical support	Free technical phone support on 0800 111 777
Components of the contract	• General Terms and Conditions for Business Customers of Sunrise LLC. See Legal matters Sunrise Business • Customer contract • SME SecureConnect Pricing List • See Legal matters Sunrise Business
Last updated	23.09.2026