OVERVIEW OF SERVICE FEES (B2B)

Applicable in accordance with Clause 6 and Clause 8 of the General Terms and Conditions for Business Customers of Sunrise GmbH.

1. Administrative fees

Fees	Amount (CHF)	Explanation
Fee for a paper bill	3.95/month	Fee for sending a simple paper bill (without detailed call information) by post.
Fee for a detailed paper bill	4.95/month	Fee for sending a detailed paper bill with call information by post.
Immediate-payment fee – My Sunrise	1.–	Fee for immediate debiting of the payment of the outstanding or overdue bill in My Sunrise.
Fee for paying a bill at a Sunrise shop	7.50	Processing fee for paying the outstanding, overdue bill at a Sunrise shop.
Paying bills in instalments (instalment payment agreement)	5.–/ instalment	A surcharge of CHF 5.– (incl. VAT) will be billed for each agreed instalment.
Fee for repeated incorrect payment	20.–	Processing fee for manual rebooking in the event of repeated incorrect transfers (UPC bank details used).
Processing fee for a paper copy of the bill/email	7.50 0.–	Processing fee for ordering a paper copy of a bill. Ordering a copy of a bill by email is free of charge. In addition, the copy of the bill can be downloaded free of charge under My account.
Fee for returned post	10. –	Processing fee for a postal item that can't be delivered (e.g., bill, reminder).
Fee for payment at the post-office counter	3.90	CHF 3.90 fee for payment at a post-office counter.
Payment without a QR-code reference	5.–	CHF 5.- for a payment without a QR-code reference, e.g., an online-banking payment with only the IBAN number.
Fee for a payment slip	7.50	Fee for sending a payment slip by post.
Account-statement fee	7.50	Fee for sending an account statement by post.
Account-blocking fee	50.–	Fee for blocking the account following non-payment.
Fee for unblocking	90.–	Fee for reactivating the customer account after blocking due to late payment.
Reverse-debit fee (direct debit/(LSV))	20.–	Processing fee for a direct-debit payment that is rejected by the bank.

2. Administrative fees for late payment (Section 8 GT&C)

Fees	Amount (CHF)	Explanation
Each reminder	40.–	By e-mail, letter and/or on the bill
Collection (Amount due CHF 0 - 19)	37.–	Processing fee charged after forwarding the debt to a debt-collection service provider (no earlier than 80 days after billing date).

Collection (Amount due CHF 20 - 59)	58.–	Processing fee charged after forwarding the debt to a debt-collection service provider (no earlier than 80 days after billing date).
Collection (Amount due CHF 60 - 144)	Equal to the outstanding amount	Processing fee charged after forwarding the debt to a debt-collection service provider (no earlier than 80 days after billing date).
Collection (Amount due CHF 145 - 399)	145.–	Processing fee charged after forwarding the debt to a debt-collection service provider (no earlier than 80 days after billing date).
Collection (Amount due CHF 400 - 999)	225.–	Processing fee charged after forwarding the debt to a debt-collection service provider (no earlier than 80 days after billing date).
Collection (Amount due CHF 1000 - 1999)	285.–	Processing fee charged after forwarding the debt to a debt-collection service provider (no earlier than 80 days after billing date).
Collection (Amount due CHF 2000 - 2999)	385.–	Processing fee charged after forwarding the debt to a debt-collection service provider (no earlier than 80 days after billing date).
Collection (Amount due CHF 3000 - 4999)	575.–	Processing fee charged after forwarding the debt to a debt-collection service provider (no earlier than 80 days after billing date).
Collection (Amount due CHF 5000 - 6999)	685.–	Processing fee charged after forwarding the debt to a debt-collection service provider (no earlier than 80 days after billing date).
Collection (Amount due CHF 7000 - 9999)	825.–	Processing fee charged after forwarding the debt to a debt-collection service provider (no earlier than 80 days after billing date).
Collection (Amount due CHF 10'000 - 19'999)	1'375.–	Processing fee charged after forwarding the debt to a debt-collection service provider (no earlier than 80 days after billing date).
Collection (Amount due CHF 20'000 - 49'999)	2'600.–	Processing fee charged after forwarding the debt to a debt-collection service provider (no earlier than 80 days after billing date).
Collection (Amount due > CHF 50'000)	6% of the outstanding amount	Processing fee charged after forwarding the debt to a debt-collection service provider (no earlier than 80 days after billing date).
Collection	After a judgement or contract	Costs that result from a legally binding judgement or a new contract
Collection	Official third-party costs	For expenses necessary for debt collection (e.g., debt-enforcement costs, etc.)*

* According to Section 8 GTC, these will be paid directly to the third-party debt-collection agency, which has an independent legal claim.
At the customer's request, any collection-related entries will be deleted by Sunrise following payment in full of the outstanding amount.

3. Additional Services

Applicable to additional services outside an existing service agreement with Sunrise GmbH. The agreement for an additional service is generally concluded verbally with Sunrise.

Relocation of Site

Fees	Amount (CHF)	Explanation
Relocation of connection / telephone system / mobile subscriptions to a new address, incl. partial relocations — per order, regardless of the number of connections affected	99.– one-off	Any on-site technician visit is not included and will be charged separately at CHF 299.–. This flat fee covers up to 60 minutes on site at the customer's premises. Should the on-site visit take longer than 60 minutes, the additional time will be charged at CHF 39.– per commenced 15-minute period. If the relocation involves more than one company site or more than 10 connections, Sunrise will provide an individual quote.

SIM Cards & Mobile Subscriptions

Fees	Amount (CHF)	Explanation
Replacement/reissue of a SIM card (physical or eSIM), additional SIM card, or SIM swap between devices	29.– one-off	Applies uniformly to all of the above scenarios.

Configuration Support (Telephony & Network)

Fees	Amount (CHF)	Explanation
Setting up call forwarding / hunt group	39.–	The price includes advice, configuration, and a final functional test of the service described, provided that the necessary prerequisites (e.g. existing connections, compatible end devices) are made available by the customer. If additional fault diagnosis is required because the configuration cannot be carried out as described due to a fault or faulty/incompatible customer equipment, the additional effort will be charged in accordance with the “Fault Resolution” section.
Pairing of a DECT base station	69.–	
SIP trunk configuration	69.–	
Initial setup of Business Router (BRP)	69.–	
Adjustment of the telephone system's dial plan	69.–	
Configuration of eFON functions	69.–	
Setup of Microsoft Teams Direct Routing	99.–	
Configuration support for nFON telephone systems	149.–	

Fault Resolution Outside Sunrise's Area of Responsibility

If it emerges that the cause of a reported fault lies within the customer's area of responsibility (e.g. the customer's own devices, own network, or software not provided by Sunrise), or if the configuration required goes beyond the usual scope (see “Configuration Support”), the resolution will be charged based on actual time and effort:

Fees	Amount (CHF)	Explanation

Processing based on actual time and effort, charged per commenced 15-minute period	39.– per 15 min.	Equivalent to CHF 156.–/hour.
Flat fee for an on-site technician visit of up to 60 minutes	299.–	Thereafter CHF 39.– per commenced 15-minute period.

The flat fee of CHF 299.– covers up to 60 minutes on site at the customer's premises. Should the on-site visit take longer than 60 minutes, the additional time will be charged at CHF 39.– per commenced 15-minute period.

Invoice Upload to Customer Portals

Fees	Amount (CHF)	Explanation
Manual invoice upload to Ariba, Coupa or Tungsten/Basware	29.– / invoice	Per manually uploaded invoice, billed in the following month.

All prices exclude VAT. The version of this overview in effect at the time the agreement is concluded shall apply. Sunrise may amend this overview from time to time. In all other respects, the General Terms and Conditions for Business Customers of Sunrise GmbH shall apply.