

Sunrise Up Mobile L

The flatrate for Switzerland, complete with unlimited calls and data within Europe. No minimum duration.

In Switzerland

- Unlimited calls to all networks
- Unlimited SMS/MMS to all networks
- Unlimited surfing in Switzerland at maximum speeds of up to 1 Gbit/s with 5G (where available)
- Up Extra included in the subscription:
 - Internet security
- 2 extra SIM data cards for laptop or tablet (extra SIM Business)

Abroad

- Unlimited surfing in most European countries*, including 40 GB at high speed
- Unlimited calls from a European country outside Switzerland to another European country* (including Switzerland)

* Some European countries are excluded. See country list below. Calls and SMS/MMS from Switzerland to another European country are not included.

Mobile subscription

	Costs
Basic monthly fee	As shown on current price lists
Benefits and discounts	Sunrise Up Multi Mobile Benefit • 50% discount on the basic monthly fee for every additional Sunrise Up mobile subscription. At least one other current or older Sunrise mobile subscription, with the exception of Libero subscriptions, business customer subscriptions and data subscriptions, must be billed on the same invoice. If the basic subscription is canceled, the oldest Sunrise Up mobile subscription will be billed at the regular price. • Sunrise Up Mobile for business customers is limited to 10 subscriptions per business customer. Sunrise Up Benefit • In combination with a Sunrise Up Internet subscription, you will receive a discount of CHF 10 on the basic monthly fee for your Up Internet and the respective mobile subscription. Other Benefits: • In combination with a Sunrise Up Internet subscription, you will also be able to enjoy the following Benefits: ◦ Smart Wi-Fi Benefit: Sunrise Smart Wi-Fi start (1 additional Pod) free of charge ◦ TV Choice Benefit: Free upgrade to Premium TV ◦ Max Speed Mobile Benefit: Always get the best available speed of up to 2 Gbit/s without throttling General discount conditions: • To benefit from the discounts and benefits mentioned, all products must be billed on the same invoice. • For subscriptions with offer-related advantages (e.g., subscriptions with a reduced basic fee, subscriptions with free services or subscriptions with free or reduced hardware), the Sunrise Up Multi Mobile Benefit will be paused during the promotion period. For promotions with a reduced basic fee, this applies for the period of the price reduction; for promotions with free or reduced hardware, this applies for the set minimum contract duration of the subscription that is eligible for a discount.

	Costs
Activation fee (including SIM)	CHF 55
	Mobile Internet in Switzerland
Data volume	Unlimited
5G high-speed data	Unlimited
Maximum speed	5G network (high speed) 1 Gbit/s (download) and 300 Mbit/s (upload)
Note	The transfer speeds represent the best possible performance and cannot be 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. Excessive use of mobile network services can impair network performance, which has a direct effect on other mobile network participants' user experience. In order to prevent this situation, Sunrise reserves the right to temporarily deprioritize data traffic of customers who reach a certain threshold. This generally only becomes noticeable when carrying out more data-intensive activities and only on antenna cells that are temporarily overloaded. Please visit our website for more information.

	Calling in Switzerland
Calls to Sunrise mobile network	Unlimited Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded.
Calls to other Swiss mobile and landline networks	Unlimited Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded.
SMS, MMS to all Swiss networks	Unlimited
Incoming calls	Free
Special and short numbers	Calls to special and short numbers are charged at special rates. See price list for special and short numbers . 084x (0840, 0842, 0844, 0848): The same rates apply for shared cost numbers, regardless of where in Switzerland the phone call is made from, but no more than 7.5 centimes per minute (plus VAT, maximum cost for a domestic connection to a landline network). Final amount per call is rounded to the nearest 10 centimes.
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	Free of charge to the Sunrise mailbox. Otherwise, you will be charged the amount that would be due if you called the forwarding number from your own phone.

Calling in Switzerland	
Listening to voice messages	Free
Saving 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
International calls	
Calls from Switzerland to other countries	Prices depend on the destination country. If the relevant subscription does not contain any credit, or if all the credit has been used up, international calls will be charged at the standard rate.
Standard rates	See prices for international calling
SMS/MMS to foreign countries	CHF 0.25 per SMS CHF 1 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	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. Depending on the country and provider, calls to special and short numbers abroad can lead to high costs. See the price list for international value-added service numbers.
Toll-free numbers	Calls to international toll-free numbers are charged at the standard rates for international calls. A fee may be charged for international toll-free numbers, even if these numbers are marked as free of charge.
Calls to participants via a satellite connection	Calls made from Switzerland to participants with a mobile phone number who are, for example, located on a cruise ship where the call is connected by satellite, are charged at the normal Swiss domestic rate. The recipient of the call will pay for the incoming call in accordance with the satellite roaming rate (see roaming price list).
Calls to participants 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 approx. CHF 16 depending on the satellite network used.
Call forwarding abroad	Calls forwarded to an international phone number are charged at the standard rate for international calls.
International calls and mobile Internet (roaming)	

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Mobile Internet in Europe	Unlimited data volume, 40 GB of which at maximum possible speed; once this amount has been used up, it is possible to continue to surf without limits at a reduced speed (downloads 256 kbit/s, uploads 128 kbit/s) A speed of 256 kbit/s is sufficient for the use of basic Internet features such as e-mail, messaging and surfing. When streaming audio or video, it may take longer to buffer than usual. Websites containing large files may also take longer to load. Maximum possible speed (high speed) depends on the mobile network in the foreign country. 4G high speed is not available everywhere. List of countries/roaming partners can be found at sunrise.ch/en/roaming
Exception	Data connections in overseas territories and via satellite (airplane, boat) that are blocked from data roaming are excluded.
Calls from Europe to Switzerland	Unlimited Calls to special numbers, short numbers and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.
Calls from Europe to another European country	Unlimited Calls to special numbers, short numbers and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.
Calls within the country of travel in Europe	Unlimited Calls to special numbers, short numbers and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.
SMS/MMS	Europe: Unlimited and free of charge to all countries of the world. USA, Canada and Puerto Rico: Prices at the standard roaming rate Region 2-3: Prices at the standard roaming rate
Incoming calls in Europe	Free Other regions and countries at the standard roaming rate.
Calls from a European country to another country of the world	Prices at the standard roaming rate
Mobile Internet in other countries of the world	Prices at the standard roaming rate
Country list Europe (44 countries) Whenever reference is made to Europe, this concerns the following list of countries	Åland Islands, Andorra, Austria, Belgium, Bulgaria, 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 (incl. Madeira, Azores), Romania, San Marino, Slovakia, Slovenia, Spain (incl. Canary Islands, Balearic Islands), Svalbard and Jan Mayen, Sweden, Turkey, United Kingdom and Vatican City. Overseas territories of the countries listed are excluded. European continent except: Albania, Belarus, Bosnia, Kazakhstan, Kosovo, Macedonia, Moldova, Montenegro, Russia, Serbia, Ukraine.

	International calls and mobile Internet (roaming)
Overview of roaming cost protection	- Data roaming at the standard rate is deactivated by default. - Call roaming (calls, SMS, MMS) at the standard rate is activated by default. - Calls made to the Sunrise mailbox are free worldwide. - Attractive data roaming packages.
Activation and deactivation of roaming at the standard rate	Data roaming at the standard rate (billed according to MB usage) is deactivated by default when abroad and can be activated in the Roaming Cockpit. Calls and SMS roaming are activated by default when abroad.
Roaming restrictions	This subscription is intended for normal personal use in Switzerland and may not be used over a longer period predominantly or exclusively abroad or given to users abroad.
Sunrise Cockpit	The Sunrise Cockpit is available at: cockpit.sunrise.ch (free access worldwide). The Cockpit offers the following features: - Roaming settings - Turn the Sunrise mailbox on or off when abroad - Enable or disable calls, SMS and data connections on ships and airplanes - Activation and deactivation of roaming at the standard rate - Choose to receive/not receive roaming info SMS - Cost protection limit for data roaming - Information on installed data packages - Information on data volume used - Purchase of attractive roaming options - Roaming standard rates
Roaming standard rates	Usage-based prices depend on the country in which one is located (Regions 1-3). It is billed based on MB usage. If the relevant subscription does not have any credit or data package, or if it 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. Data roaming packages are recommended in order to keep costs down.
Hierarchy of roaming credit and options	If several roaming credits or roaming options are in place during a stay abroad, they will be used and billed in the following order: 1) Data volume of an activated travel data unlimited option (valid for one month) 2) Data volume of an activated travel days option (valid for one month) 3) Data volume of the mobile subscription (valid for the calendar month) 4) Data volume of a recurring roaming option (valid for the calendar month) 5) Data volume of an activated travel data option (valid for 12 months) 6) Data volume of a purchased but not yet activated travel data option (valid for 12 months)
Call billing increments	Charged by the second, with rounding to the next 10 centimes per call Exception: Outgoing calls will incur costs equivalent to at least a 30-second call, even if they are shorter
Connection setup fee	None

International calls and mobile Internet (roaming)	
Special and short numbers	Calls made to the respective country's equivalent of special numbers, short numbers or value-added services while abroad may be charged at a higher rate. Such calls are not part of any available included calling time credit.
Toll-free numbers	Calls made from the country of travel to «toll-free numbers» in the same country or in another country are charged at a higher rate, just like special numbers, and are not part of any available included calling time credit.
Satellite roaming	Roaming via 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 Sunrise mailbox	Free Deactivate mailbox: #145# Activate mailbox: *145#
Listening to voice messages	Calls made to the Sunrise mailbox from abroad to listen to voice messages are charged at the standard roaming rate.
Data billing increments	Charged per kilobyte, with rounding to the nearest 10 centimes per session.
Roaming cost control	Every time the customer goes abroad, they will automatically receive an SMS to inform them of the applicable roaming rate. Receipt of the roaming info SMS can be switched on or off in the Roaming 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 Roaming Cockpit or My Sunrise. When 50% of the set limit is reached, an info SMS is sent for cost control purposes. Once the cost limit is reached, roaming data traffic will be blocked until the end of the month. To remove the block for the current month: SMS (free) with the text UNBLOCK to 3310 The roaming cost limit Sunrise data alert contains the roaming data costs accrued within one calendar month, excluding any charges for roaming options or roaming data packages. The roaming cost limit contains the roaming data costs accrued within one calendar month. Under certain conditions and depending on the country in which the customer is surfing, there may be a time delay between the generated roaming volume and the receipt of an alert SMS or blocking of data traffic.
Up Extra	
Up Extra	The following Extra is already included in the subscription: • Internet security with Sunrise surf protect This Up Extra is activated automatically and is valid for Up Mobile M, L and XL subscriptions. When switching to another subscription, a charge will apply for the activated Up Extra.

	Up Extra Up Extra Internet security with Sunrise surf protect is deactivated when the subscription is canceled.
	Contract duration
Activation	The subscription is activated on the day of registration or on the requested date if the number is being ported.
Subscriptions without a minimum duration, cancellation	A subscription without a minimum duration may be canceled with a notice period of 60 days to the end of any month.
Subscriptions with minimum duration, cancellation	Certain offers may be linked to a minimum contract period. The terms of the offer apply. In this case, the mobile phone contract can be canceled with a notice period of 60 days to the end of the minimum contract period. Once the minimum contract period has expired, the contract may be canceled with a notice period of 60 days to the end of any month.
Early cancellation, costs	If the subscription is canceled before the end of the minimum contract period, the customer must pay the recurring monthly basic fees in full up to the end of the minimum contract period. Monthly recurring basic fees are determined based on the usual basic fee of the respective subscription plus any promotion surcharges, unless otherwise specified for the offer concerned. For contracts with no minimum contract period or for those where the minimum contract period has expired, the customer may only cancel their contract without observing the regular notice period if they pay the basic monthly fees up to the regular cancellation date plus an additional CHF 100.
How to cancel	The subscription must be canceled either by phone or via the Sunrise Chat. More details are available at sunrise.ch/cancellation. Cancellations via letter or e-mail are not valid. Written cancellations will still be accepted for cancellations with phone number porting, as long as this cancellation is submitted electronically by the provider on behalf of the customer over the course of the porting process. Cancellation by phone - From within Switzerland: 0800 100 600 (free) - From abroad: +41 58 777 01 01 Cancellation via Sunrise Chat - The link to the chat is available at sunrise.ch/cancellation
Switching subscription	For all subscriptions, it is possible to switch to a subscription with a higher basic monthly fee at any time and free of charge. As a general rule, switching to a subscription with a lower basic fee is possible from the following month. During the minimum contract duration, it is only possible to switch to a subscription with a lower basic fee by paying a buy out fee. After the minimum contract duration has ended, such a switch is free of charge. With certain offers, a switch to a subscription with a lower basic fee will not be possible, or will be associated with additional costs. The terms and conditions of the offer apply. If a subscription switch takes place within one month, the services included in the previous and new subscription are billed pro rata.

	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 a customer purchases or changes a mobile subscription during the course of a billing month, the basic monthly fee and included services (minutes, SMS, MB, etc.) are billed on a pro rata basis.	
	Miscellaneous	
Included credit	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.	
http://www.sunrise.ch/servicefees	See price list for service fees .	
Replacement SIM	CHF 55 to replace a SIM or obtain a SIM in a new format.	
Data SIM cards	2 extra SIM Business data cards for mobile use on a laptop or tablet is included free of charge with the subscription. Only available to Sunrise Up business customers.	
Bill	Bill by e-mail: free Bill by mail without detailed call statement: CHF 3 Bill by mail with detailed call statement: CHF 4	
Wi-Fi Calling	When there is weak reception inside your home, Wi-Fi Calling will improve reception for mobile calls. More information at: sunrise.ch/wificalling .	
Device plan	One device can be purchased with each Up Mobile subscription with a down payment starting at CHF 1 and 24 monthly installment payments, with no interest and no extra charges. With the We Connect extra SIM surf option, a second device can be purchased together with the Up Mobile subscription with installment payments.	
Sunrise network coverage	See network coverage map .	
Available options	travel talk options travel days options travel data options travel unlimited US & Canada option while abroad international option my country options We Connect extra SIM surf protect options call protect option	Lower priced calling while abroad (roaming) Lower priced calling and surfing while abroad Lower priced surfing while abroad (roaming) Lower priced international calling and calling while abroad Lower priced international calls Unlimited calls to a country of choice Surf on a second device Device insurance Call misuse insurance
Set-up/personalization	Find useful information and more options for your product at sunrise.ch/help . These include product set-up, call forwarding, call suppression and tips for the security of your product.	
Support	Free technical phone support at 0800 707 700	
Components of the contract	– Contract for mobile phone services – Provisions for fair use of mobile Internet – Special provisions for mobile telephony services – General Terms and Conditions All documents are available at www.sunrise.ch/gtc .	

Miscellaneous

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05/2022