

## Sunrise Business Up Connect L

The Internet service for advanced multi-device use.

	Costs
Basic monthly fee (without discount)	According to published price lists
Landline connection fee	Included – Please refer to the separate factsheet for details on the included Up Phone M landline product.
Activation fee	According to published price lists There is no activation fee if a Sunrise landline connection has already been set up.
Wi-Fi modem	Included (on loan) Type: modem may vary depending on the access type
precondition	The requirement for the service is a Sunrise Internet subscription.
Discounts and Benefits	<p>Sunrise Up Benefit:</p> <p>You will receive a <b>CHF 10 discount</b> (VAT included) on the monthly basic fee for your Up Internet and the respective mobile subscription in combination with the following mobile subscriptions:</p> <ul style="list-style-type: none"> <li>• Sunrise Freedom</li> <li>• Sunrise Freedom Young</li> <li>• Sunrise We</li> <li>• Sunrise We Young</li> <li>• Sunrise Up</li> <li>• Sunrise Fresh</li> <li>• Sunrise Swiss Connect</li> </ul> <p><b>Surf Protect home is included free of charge</b> and offers protection when surfing via the fixed network and WLAN.</p> <p><b>Smart Wi-Fi Start is included free of charge.</b> Benefit from reliable and coverage high-speed Wi-Fi to every corner of your home.</p> <p>General provisions on benefits:</p> <ul style="list-style-type: none"> <li>- To benefit from discounts and benefits, Internet and mobile subscriptions must be billed on the same bill.</li> <li>- For subscriptions with offer-related benefits (e.g. subscriptions with reduced basic fee, subscriptions with free benefits or subscriptions with free or discounted hardware), the Sunrise Up Benefit will be suspended during the promotional period. In the case of promotions with a reduced basic fee, this applies for the duration of the price reduction, and in the case of promotions with free or price-reduced hardware, for the specified minimum contract duration of the subscriptions entitled to the discount. For Sunrise Up Internet products, the suspension of the discount applies to the basic charges of all subscriptions (Internet, fixed network, TV).</li> </ul>

<b>Internet services</b>	<b>Internet services with Fiber connection</b>	<b>Internet services with HFC connection</b>
Network	<b>Fiber</b>	<b>HFC</b> Hybrid Fiber Coaxial
Daten volume	Unlimited	Unlimited
Download speed	Up to 2.5 Gbit/s	Up to 2.5 Gbit/s
Upload speed	Up to 2.5 Gbit/s	Up to 100 Mbit/s
IP address	Wired access: public dynamic or private dynamic IP Mobile access: only private dynamic IP	Wired access: public dynamic or private dynamic IP Mobile access: only private dynamic IP
Individual speed	<p>The transmission speeds listed represent optimum performance and are not guaranteed. Actual Internet speed depends on individual factors that are under the control of the customer or a third party, such as the capacity of the end device, type of connection in the residence, the building's structural characteristics, the distance to the next telephone switchboard, the quality of the connections or other factors and may be slower than the specified maximum Internet speed. Cumulative and simultaneous use by various end devices (e.g., TV, mobile &amp; laptop) reduces the bandwidth available for each device.</p> <p>The expansion of the HFC/cable network and the associated increase in bandwidth from 1 Gbit/s to 2.5 Gbit/s will not be completed or available in some areas of Switzerland until the end of August 2024. There will be no increase in bandwidth in Chiasso and Liestal, for whom the download and upload speed will remain at up to 1 Gbit/s on Fiber while on HFC will stay at up to 1 Gbit/s download and up to 100 Mbit/s upload.</p>	

	Contract Duration
Minimum duration	12 months
Cancellation Notice	<p>Unless otherwise agreed in a contract, contracts for telecommunications services without a minimum term may be terminated at the end of any month, subject to a notice period of three (3) months.</p> <p>In the case of contracts with a minimum term, a contract for telecommunications services may be terminated no earlier than at the end of the minimum term, subject to a notice period of three (3) months. Unless terminated, the contract shall be automatically renewed for an additional year in each case. The renewed contract may then be terminated at the end of any contractual year, subject to a notice period of three (3) months.</p>
Form of Notice	<p>Mobile, internet, landline and TV subscriptions must be cancelled either by telephone (0800 144 244, free of charge within Switzerland) or by Sunrise Chat.</p> <p>Written notices of termination shall not be valid unless the contract with the Customer permits this form of termination.</p> <p>Written cancellations are still accepted in the case of cancellations with phone number porting, provided such written cancellation is submitted by the new provider in electronic form on behalf of the Customer within the context of the porting process.</p>
Early cancellation	<p>If a minimum term has been agreed, termination is possible at the earliest at the end of this term.</p> <p>Termination before the end of the minimum term or outside the ordinary notice periods by the Customer shall only be possible subject to costs.</p>
Subscription migration	When switching from an older TV product to a new TV product, the minimum contract period starts over again.
Billing	The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until the option is canceled. For a cancellation effective during an ongoing billing month, the basic fee will be charged on a pro rata basis.

	Miscellaneous
Fixed phone	The Internet subscription is a requirement for the purchase of fixed network telephony services from Sunrise. Conditions can be found in the respective factsheets for Up Phone M or Up Phone L.
Fiber	For all information on the fiber access and its availability, see <a href="https://www.sunrise.ch/en/internet-tv/at-home/technology/fiber-optics">https://www.sunrise.ch/en/internet-tv/at-home/technology/fiber-optics</a>
Sunrise Mobile Broadband	If the network bandwidth via the fixed network is insufficient, Sunrise can provide the customer with the service via the mobile network as an alternative (Sunrise Mobile Broadband, Fixed Wireless Access). The hardware required for this is intended for stationary use and may not be used at a location other than the ordered installation address. er Up Phone L.
Surf Protect home	<p>Surf Protect home is included free of charge in every Up Internet price plan and offers protection when surfing via landline and WLAN. The option protects all devices connected to the Internet via your modem. Surf Protect home checks whether Internet websites accessed from a device connected via the fixed-line Internet represent a threat, preventing the transmission of malware.</p> <p>*Surf Protect home is not available for Fixed Wireless Access and Sunrise Mobile Broadband.</p>

Smart Wi-Fi	<p>The smart solution for reliable and full-coverage high-speed Wi-Fi in every corner of your home: With our Connect Extenders, you can easily expand, strengthen, and optimize your Wi-Fi.</p> <p><b>Smart Wi-Fi Start</b> The smart starter package for best Wi-Fi coverage with one Smart WiFi Extender.</p> <p><b>Smart Wi-Fi Extend</b> The ultimate addition to Smart Wi-Fi Start with additional Smart WiFi Extender for larger households with several rooms and multiple connected devices. Expandable up to 4 additional Smart WiFi Extenders.</p>
Installation	See <a href="https://www.sunrise.ch/home/installation">Home installation (sunrise.ch)</a>
Service fees	According to published price lists.
Technical support	<p>Free technical support at any time on our website:  <a href="https://www.sunrise.ch/business/en/contact-us">https://www.sunrise.ch/business/en/contact-us</a> or on 0800 111 777 (Mon - Fri 8.00 - 22.00, Sat - Sun 10.00 - 19.00)</p>
Components of the contract	General Terms and Conditions. See <a href="#">Legal matters   Sunrise Business</a>
	Customer contract
Version	07.04.2025