

## Business Voice Option for SME SecureConnect

A professional cloud PBX voice solution for your company.

- Cloud PBX is an integral part of Business Internet SME SecureConnect M, L and XL.
- Up to four voice cloud PBX participants are included.
- Unlimited calls to all Swiss landline and mobile networks are included.
- Optional «Business Installation» or «Business Installation Premium» installation packages for Internet and calls with on-site installation from our trusted partners
- 24/7 Business Support Standard

| Costs                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                        |                        |              |          |              |                |               |                |                |                 |                |                 |                |                 |                |                 |               |                                                |
|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------------|--------------|----------|--------------|----------------|---------------|----------------|----------------|-----------------|----------------|-----------------|----------------|-----------------|----------------|-----------------|---------------|------------------------------------------------|
| Available voice user packages<br>4, 8, 12, 20, 30, 40 and 50 | <table><tr><th>Number of voice users</th><th>Monthly rate surcharge</th></tr><tr><td>1 to 4 users</td><td>Included</td></tr><tr><td>5 to 8 users</td><td>CHF 40.–/month</td></tr><tr><td>9 to 12 users</td><td>CHF 80.–/month</td></tr><tr><td>13 to 20 users</td><td>CHF 160.–/month</td></tr><tr><td>21 to 30 users</td><td>CHF 260.–/month</td></tr><tr><td>31 to 40 users</td><td>CHF 360.–/month</td></tr><tr><td>41 to 50 users</td><td>CHF 460.–/month</td></tr><tr><td>From 51 users</td><td>CHF 460.– + CHF 10.– per additional user/month</td></tr></table> | Number of voice users  | Monthly rate surcharge | 1 to 4 users | Included | 5 to 8 users | CHF 40.–/month | 9 to 12 users | CHF 80.–/month | 13 to 20 users | CHF 160.–/month | 21 to 30 users | CHF 260.–/month | 31 to 40 users | CHF 360.–/month | 41 to 50 users | CHF 460.–/month | From 51 users | CHF 460.– + CHF 10.– per additional user/month |
|                                                              | Number of voice users                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Monthly rate surcharge |                        |              |          |              |                |               |                |                |                 |                |                 |                |                 |                |                 |               |                                                |
|                                                              | 1 to 4 users                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Included               |                        |              |          |              |                |               |                |                |                 |                |                 |                |                 |                |                 |               |                                                |
|                                                              | 5 to 8 users                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | CHF 40.–/month         |                        |              |          |              |                |               |                |                |                 |                |                 |                |                 |                |                 |               |                                                |
|                                                              | 9 to 12 users                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CHF 80.–/month         |                        |              |          |              |                |               |                |                |                 |                |                 |                |                 |                |                 |               |                                                |
|                                                              | 13 to 20 users                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CHF 160.–/month        |                        |              |          |              |                |               |                |                |                 |                |                 |                |                 |                |                 |               |                                                |
|                                                              | 21 to 30 users                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CHF 260.–/month        |                        |              |          |              |                |               |                |                |                 |                |                 |                |                 |                |                 |               |                                                |
|                                                              | 31 to 40 users                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CHF 360.–/month        |                        |              |          |              |                |               |                |                |                 |                |                 |                |                 |                |                 |               |                                                |
|                                                              | 41 to 50 users                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CHF 460.–/month        |                        |              |          |              |                |               |                |                |                 |                |                 |                |                 |                |                 |               |                                                |
| From 51 users                                                | CHF 460.– + CHF 10.– per additional user/month                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                        |                        |              |          |              |                |               |                |                |                 |                |                 |                |                 |                |                 |               |                                                |
| Automatic scalability of voice users                         | The number of voice users can be increased or reduced at any time directly via the voice portal. Changes are taken into account during the month and are billed automatically on the monthly bill.                                                                                                                                                                                                                                                                                                                                                                    |                        |                        |              |          |              |                |               |                |                |                 |                |                 |                |                 |                |                 |               |                                                |
| Unlimited calls to landline and mobile networks              | Unlimited calls to all Swiss landline and mobile networks for all voice users<br><br>Note:<br>Calls to special numbers (e.g., 084x, 090x, 18xx) and value-added services are not included in the flat rates and will be billed in accordance with the applicable price list.                                                                                                                                                                                                                                                                                          |                        |                        |              |          |              |                |               |                |                |                 |                |                 |                |                 |                |                 |               |                                                |
| Licence model                                                | Premium users included<br>Each premium user has the option of choosing their preferred soft client: <ul style="list-style-type: none"><li>• Mobile app for iOS and Android</li><li>• Web app in browser</li><li>• Desktop app for Windows and MacOS</li></ul>                                                                                                                                                                                                                                                                                                         |                        |                        |              |          |              |                |               |                |                |                 |                |                 |                |                 |                |                 |               |                                                |
| Phone numbers                                                | Unlimited number of individual phone numbers and direct dial blocks (10/100/1000).<br><br>Special phone numbers available and optional: <ul style="list-style-type: none"><li>• 058 business numbers</li><li>• 0800 freephone numbers</li><li>• 0900 value-added numbers</li></ul><br>Billing in accordance with the applicable price list.                                                                                                                                                                                                                           |                        |                        |              |          |              |                |               |                |                |                 |                |                 |                |                 |                |                 |               |                                                |
| Activation fee                                               | According to the published SME SecureConnect price list                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                        |                        |              |          |              |                |               |                |                |                 |                |                 |                |                 |                |                 |               |                                                |
| Installation packages<br>Internet and voice                  | <ul style="list-style-type: none"><li>• <b>Self Installation:</b> No installation fee. Customer installs everything themselves</li><li>• <b>Business Installation:</b> Up to 12 voice users plus basic Internet setup</li><li>• <b>Business Installation Premium:</b> Up to 12 voice users plus setup of Internet, IP addresses and additional products such as mobile backup or Wi-Fi extender. Additional voice users and configurations from 13 to 100 voice users (billed per voice user and at cost)</li></ul>                                                   |                        |                        |              |          |              |                |               |                |                |                 |                |                 |                |                 |                |                 |               |                                                |

- **Business Site Check:** Analysis and on-site inspection at the customer's location to determine the feasibility of installing the Internet and voice offer

Prices according to the published SME SecureConnect price list.

|                               | Scope of installation and services: Voice setup details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| Installation and setup:       | Installation/initial setup is optional. However, it is highly recommended by Sunrise Business. The setup process will be carried out by our trusted integration partners. This means we at Sunrise Business are able to guarantee our customers a carefree package.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Self Installation             | Installation and setup:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Business Installation         | <b>Self Installation:</b> No installation fee. The customer performs the installation themselves.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Business Installation Premium | What the <b>Business Installation</b> service entails: Preparing for the voice setup:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Business Site Check           | <ul style="list-style-type: none"> <li>• Initial contact with the customer by phone within 24 hours of an order being placed with Sunrise Business. Appointment is confirmed and the information date is coordinated and scheduled with the customer</li> <li>• Enquire about customer's communications needs. Questions about the current IT infrastructure (sockets, cabling), the current solution used for calls and the devices used</li> <li>• Supporting the customer and ordering the delivery of calling devices (RDS servers) from the previous provider</li> <li>• All supported and compatible phones (see compatibility list <a href="#">link</a>), devices/manufacturers that are not listed will be billed directly by the partner based on cost.</li> </ul> <p>Scope of service and configuration on the on-site activation date:</p> <ul style="list-style-type: none"> <li>• Up to a maximum of 12 users are included.</li> <li>• Recording of customer details, last name, first name, email addresses and preferred distribution of numbers</li> <li>• Incoming and outgoing calls with the corresponding number will be made functional (deskphone, softphone or smartphone app and only single DECT base are part of the Basic Installation).</li> <li>• Set up a group call, time control Monday – Friday, Sat./Sun. with a voicemail announcement</li> <li>• Customer training: Operating the basic functions (accepting calls, hanging up/terminating calls, transferring calls, holding and accessing and using the portal)</li> <li>• Acceptance protocol for Internet and calls</li> </ul> <p>Hardware is not included (phones, network switch, DECT, PC are registered).</p> <p>All individual and subsequent configurations and requests are not included in the installation package and must be handled by the customer themselves.</p> <p>What the <b>Business Installation Premium</b> service entails: Preparing for the voice setup:</p> <ul style="list-style-type: none"> <li>• Initial contact with the customer by phone within 24 hours of an order being placed with Sunrise Business. Appointment is confirmed and the information date is coordinated and scheduled with the customer</li> <li>• Enquire about customer's communications needs. Questions about the current IT infrastructure (sockets, cabling), the current solution used for calls and the devices used</li> </ul> |

- Supporting the customer and ordering the delivery of calling devices (RDS servers) from the previous provider
- All supported and compatible phones (see compatibility list [link](#)), devices/manufacturers that are not listed will be billed directly by the partner based on cost.

Scope of service and configuration on the on-site activation date:

- Up to a maximum of 12 users are included. From the 13th to the 100th user, individual flat-rate billing per user
- Recording of customer details, last name, first name, email addresses and preferred distribution of numbers
- Incoming and outgoing calls with the corresponding number will be made functional (deskphone, softphone or smartphone app and only single DECT base are part of the Basic Installation).
- Set up a group call, time control Monday – Friday, Sat./Sun. with a voicemail announcement
- Customer training: Operating the basic functions (accepting calls, hanging up/terminating calls, transferring calls, holding and accessing and using the portal)
- Acceptance protocol for Internet and calls

Hardware is not included (phones, network switch, DECT, PC are registered).

All individual and subsequent configurations and requests are not included in the installation package and must be handled by the customer themselves.

**Business Site Check:** Analysis and on-site inspection at the customer's location to determine the feasibility of installing the Internet and voice offer. The Site Check can optionally be added to the **Business Installation** or **Business Installation Premium** installation packages and provides planning certainty to ensure smooth implementation of the SME SecureConnect voice solution.

Prices according to the published SME SecureConnect price list.

#### Performance features of cloud PBX (hosted)

Performance features of the cloud PBX phone system

This virtual phone system offers a number of modern functions for efficient, professional corporate communication.

##### The key features include:

- Hold, switch and connect a call
- Call waiting
- Call lists and phone books
- Speed dial functions
- Call forwarding and time controls
- Group call (hunt group)
- Calling line identification presentation (CLIP) and calling line identification restriction (CLIR)
- Busy display
- Music on hold
- Computer telephony integration (CTI)
- Mobile apps for iOS and Android
- CRM integrations
- AI features such as speech-to-text and voicebots
- Call centre features
- Web fax and much more

You'll find more information about all available features on our website or in the service description at **[sunrise.ch](#)**

|                            |                                                                                                                                                                                 |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance-free           | Updates for software, devices and apps, as well as data backups, are performed automatically.                                                                                   |
| High level of reliability  | The Business Voice platform is operated in geo-redundant Sunrise data centres in Switzerland and offers up to 99.99% availability. Redundant systems ensure reliable operation. |
| Voice-transmission quality | Prioritised voice transmission in the Sunrise network and modern HD voice codecs G722.                                                                                          |

| Contract duration   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Minimum term        | Contract durations according to SME SecureConnect Internet.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Notice period       | <p>Unless otherwise agreed in the contract, telecommunications contracts without a minimum contract duration may be cancelled at the end of each month subject to a notice period of three (3) months.</p> <p>For contracts with a minimum contract duration, cancellation is possible at the earliest at the end of the agreed minimum contract duration, subject to a notice period of three (3) months.</p> <p>If the subscription is cancelled before the end of the minimum contract duration, the customer must pay the base monthly fees until the end of the minimum contract duration in full.</p> <p>If the contract is not cancelled, it will automatically be extended by another year in each case. The extended contract can then be terminated with a notice period of three (3) months at the end of each contract year.</p> |
| Option cancellation | <p>The option can be cancelled at any time to the end of the minimum duration. The option can be used until midnight on the last day of the contract.</p> <p>If the subscription is cancelled before the end of the minimum contract duration, the customer must pay the base monthly fees for the option until the end of the minimum contract duration in full. Once the minimum duration has passed, the option can be cancelled with effect from the end of each calendar month at no charge.</p> <p>The option is automatically cancelled if the underlying subscription is cancelled.</p>                                                                                                                                                                                                                                              |
| How to cancel       | <p>The subscription must be cancelled over the phone. See <a href="https://sunrise.ch/business/en/legal/cancellation">sunrise.ch/business/en/legal/cancellation</a> for details. Cancellations by letter or email are not valid.</p> <p>Cancellation over the phone:<br/> Monday to Friday 8:00 – 17:00<br/> From within Switzerland: 0800 144 244 (free of charge)<br/> From abroad: +41 (0)800 144 244<br/> Via your personal customer advisor</p>                                                                                                                                                                                                                                                                                                                                                                                         |
| Billing             | The base fee is billed after activation. The base fee is automatically billed on a monthly basis until it is cancelled. If you cancel during the current billing month, the base fee will be charged on a pro-rated basis.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Time zone           | Activation, deactivation and duration of usage are always based on the Swiss time zone. Please be aware of any time differences.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| General                                                          |                                                                                                                                                                                                                                                 |
|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Technical support<br>Sunrise<br>(Internet and phone line faults) | For any faults on the connection or line side (layer 1), you can get free technical support from Sunrise Business by calling 0800 111 777 or sending an email to <a href="mailto:businesssupport@sunrise.net">businesssupport@sunrise.net</a> . |

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| <p>Technical calls support provided by certified partners (Remote and on-site faults)</p> | <p>Service: Opening and processing tickets in the event of Internet and phone line outages.</p> <p>Acceptance of fault reports:<br/>24 hours/7 days a week (24/7)</p> <p>Troubleshooting:<br/>Monday to Friday: 8:00 – 17:00 (working days)</p> <p>Advanced support options</p> <ul style="list-style-type: none"> <li>• Business Support Extended (16×6)</li> <li>• Business Support Premium (24×7)</li> </ul> <p>The certified integration partner provides first-level and second-level technical support for your cloud PBX solution – both remotely and on site.<br/>After completing the Business Installation and Business Installation Premium installation packages, all support services, changes and adjustments made by the integration partner are subject to charges and billed at cost.</p> |
| <p>Prices</p>                                                                             | <p>All prices exclude statutory VAT.<br/>Please note that all prices are subject to change.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <p>Correct as of</p>                                                                      | <p>23.09.2026</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |