

Business TV Hospitality Option for SME SecureConnect

TV entertainment just like at home in hotel guest rooms, care rooms or other institutions.

- TV in up to 500 guest rooms with a single TV subscription.
- 280+ linear TV channels
- Replay TV as an option for retirement homes and special care facilities
- No profiles included
- Compatible just with the TV set-top box (Apollo v1+)
- Watch up to 500 streams at the same time.

	Costs
Monthly TV subscription fee	Price list: CHF 15 for the 1 st STB, and CHF 10 for each additional STB. Option for retirement homes and special care facilities: CHF 5 per STB. An offer will be addressed to the customer with the total price. Customers must refer to the offer.
TV set-top-boxes	For each room with TV, a set-top-box is required. Up to 499 set-top-boxes per TV subscription possible. The 1 st set-top-box free. Any additional set-top-box costs a monthly fee as shown on the price list. The number of set-top-boxes can be increased or reduced on a monthly basis.
Activation fee	CHF 100 (one-time)
MySports Business monthly fee (Optional)	As shown on current price lists. CHF 119/month (for all STBs included).

	Connectivity and technical requirements
Requirement	Doesn't require Sunrise Internet connectivity, possible to use with any other Swiss operators internet subscription with a Swiss IP address.
Connectivity set-top-box	Connections: HDMI, Ethernet, WLAN

Quality of Service

For a sufficient quality for the use of the Business TV Hospitality service the customer should assure the following conditions on the connectivity.

- Allow outgoing traffic on:
 - Port 10
 - Port 443
 - Port 5672
 - Port 19532
- Allow incoming traffic on:
 - Port 5050
 - Port 5055
 - Port 5060
 - Port 5070
- Network services must be enabled:
 - DHCP
 - DNS
 - NTP

The required bandwidth, if a lower bandwidth is available, please refer to the product manager for further assessment:

- LAN Cable 8 Mbps per STB
- WiFi* 8 Mbps per STB

* Please be aware that the quality and bandwidth of the Wireless Local Area Network (WLAN) service may vary due to a number of factors. These include, but are not limited to, the distance from the access point, building construction, network congestion, and environmental conditions. The bandwidth available to each user may also fluctuate based on the overall usage of the network at any given time.

By using this WLAN service, you acknowledge and agree that there may be temporary disruptions or variations in service quality and bandwidth. We appreciate your understanding and cooperation in using the network responsibly.

Concurrent streams	Live TV: One stream per TV set-top box (up to a maximum of 500 set-top boxes).
MySports Business	One stream per TV set-top box (up to a maximum of 500 set-top boxes)

TV features	
Live TV	280+ linear TV channels The current TV channel list can be found at: https://a.storyblok.com/f/105451/x/aad5c34f48/sunrise_b2b-channel-liste_a5_deutsch.pdf
MySports Business	This is an option for the Business TV Hospitality service. More information about MySports in: www.mysports.ch/ The current TV channel list: https://a.storyblok.com/f/105451/x/aad5c34f48/sunrise_b2b-channel-liste_a5_deutsch.pdf
Replay	Available as an option for retirement homes and special care facilities. Length of replay: 7 days. Not available for other use cases due to commercial-use restriction
Cloud recordings	Not available due to commercial-use restriction

TV features	
Live pause	Available as an option for retirement homes and special care facilities. Not available for other use cases due to commercial-use restriction
Personal profiles	No personal profiles possible
Favorites list	No
Recommendations	No
Program guide	Yes
Video on Demand	Not available due to commercial-use restriction
Apps (Sunrise TV App)	Not compatible with the Sunrise TV App
Abroad	Please note that this product is not authorized for commercial use abroad.

Permitted use, taxes and licence fees	
Permitted use	This product permits the display of TV broadcasts in business premises, including retail stores, shop windows, restaurants, hotels, lounges, workrooms, meeting rooms, waiting rooms, guest rooms, patient rooms, schools, fairs, exhibitions, youth meeting rooms and all other places open to the public or employees of a company. For legal reasons, this product does not permit an upgrade to additional channels, subscriptions with streaming providers or the «Recording» and «Replay TV» features.
SUISA and SERAFE license	The use of this product is subject to the following SUISA and SERAFE fees that are not included in the subscription price and must be paid by the customer directly to SUISA and SERAFE. • <i>SUISA licence for public television broadcasts</i> The customer must register with SUISA and pay licence fees to SUISA in order to distribute copyrighted content. More information: https://www.suisa.ch/3a • <i>General TV and radio reception fee (if applicable)</i> If the customer's annual sales exceed CHF 500,000, the customer must register with Serafe and pay the general TV and radio reception fee to Serafe. More information: https://www.estv.admin.ch/estv/de/home/bundesabgaben/abgabe-radio-tv.html • <i>SUISA licence for public viewing (if applicable)</i> This licence only applies if the customer uses a TV screen of more than three metres in size and only for scheduled broadcasts (e.g., sports events). The customer must register with SUISA and pay a licence fee to SUISA. More information: https://www.suisa.ch/en/Kunden/Weitere-Tarife/Public-Viewing.html
Disclaimer	An Internet connection is required in order to receive Business TV Hospitality, which is not included in this product. Business TV Hospitality is compatible with all common Internet subscriptions from Swiss providers.

Contract duration	
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Minimum duration for TV subscription	12, 24 and 36 months, depending on the individual customer agreement.
Minimum duration for TV set-top-boxes	12 months
Cancellation Notice	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. 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.
Form of Notice	Mobile, internet, landline and TV subscriptions must be cancelled either by telephone (0800 144 244, free of charge within Switzerland) or by Sunrise Chat. Written notices of termination shall not be valid unless the contract with the Customer permits this form of termination. 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.
Early cancellation	If a minimum term has been agreed, termination is possible at the earliest at the end of this term. Termination before the end of the minimum term or outside the ordinary notice periods by the Customer shall only be possible subject to costs.
Subscription migration	Not permitted
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 that takes effect during an ongoing billing month, the base fee will be charged on a pro-rata basis.
Channel list subject to modifications	The channel list is dynamic and may change during the contract duration due to legal regulations or individual agreements with the broadcast companies for particular channels.

Miscellaneous

Sunrise Business TV Public	For the use of TV just in open shared rooms such as restaurants, hotel lobbys, waiting rooms, internal-company but not in the guests rooms, please select Business TV Public.
Installation	The customer can perform the installation themselves or request installation by Sunrise. In the latter case the customer will be informed of the cost of the installation for authorization.
Technical support	Free technical phone support at 0800 111 777 (Monday to Friday, 8:00 – 22:00; Saturday to Sunday, 10:00 – 19:00)

Contract components	• General Terms and Conditions • Customer contract See Legal matters Sunrise Business
Last updated	18.07.2024