

SME SecureConnect (M, L, XL)

SecureConnect combines high-speed Internet, cloud voice and business-grade security in one integrated SME solution. With flexible rate plans, scalable calling and optional add-ons, your business gets exactly what it needs today while staying ready for tomorrow. You benefit from a single contract, one provider and business support team.

Internet	Internet services with fibre connection	Internet services with copper connection
Network	Fibre	Copper
Data volume	Unlimited	Unlimited
Download speed	Up to 10 Gbit/s	Up to 200 Mbit/s
Upload speed	Up to 10 Gbit/s	Up to 40 Mbit/s
IP address	Private and Public IP addressing is supported.	
Individual speed	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 nearest 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 & laptop) will reduce the bandwidth available for each device.	

	Costs
Basic monthly fee	Prices according to published price lists SME SecureConnect Pricing List. All prices are exclusive of VAT unless stated otherwise.
Landline connection fee	Included
Activation fee	Prices according to published price lists SME SecureConnect Pricing List. All prices are exclusive of VAT unless stated otherwise.
Wi-Fi modem	Wi-Fi 7 for all access, but mobile. Included (on loan). Sunrise provides a modem for the term of the contract. The device must be returned upon termination or expiry of the contract; otherwise, charges apply. Type: modem may vary depending on the access type.
Discounts and benefits	Different promotions are available depending on the contract duration of the service. Prices according to published price lists SME SecureConnect Pricing List. All prices are exclusive of VAT unless stated otherwise.

SME SecureConnect rate plans	SME SecureConnect M	SME SecureConnect L	SME SecureConnect XL
Internet	Up to 200 Mbit/s	Up to 2.5 Gbit/s	Up to 10 Gbit/s
Cloud Voice	Up to 4 voice users with premium licence and national tariff		
Business Security	DNS, Web Filtering and FWaaS with different profiles depending on customer needs		

Cloud Voice (nFon)	Professional cloud calling for modern businesses.
Voice users included	Up to 4 voice users included in SME SecureConnect M, L and XL
Extra voice users	Add additional nFon user packages to ensure every employee benefits from professional business calling and collaboration capabilities. Packages available for 8, 12, 20, 30, 40 and 50 users. For more than 50 licences, the extra ones (51, 52, ...) are issued on an individual basis. Prices according to published price lists SME SecureConnect Pricing List. All prices are exclusive of VAT unless stated otherwise.
Licence	Premium
Traffic	National CH traffic included by default for all the voice users Prices according to published price lists SME SecureConnect Pricing List. All prices are exclusive of VAT unless stated otherwise.
Functionalities	Business-grade cloud PBX capabilities. Easy scalability as your company grows. For detailed information on how the voice solution works, please refer to the SME SecureConnect Voice fact sheet.

Business Security	Advanced cloud-delivered security built directly into the network, with no on-premises equipment required.
	Features
General	The service provides cloud-based network security protection from geo-redundant Sunrise locations. Customers can choose from 3 predefined security levels - «Low», «Medium» and «High» – depending on their own risk profile assessment. All devices using SME SecureConnect for their connection to the Internet are protected by the chosen security level. Any of the security mechanisms described hereafter operate according to the latest FortiGuard knowledge base.
DNS security	The included DNS security blocks malicious domains and phishing attempts. The higher security profiles «Medium» and «High» will further reduce the risk-exposure by blocking certain predefined categories and services.
Web filter	The included Web Filtering reduces the risk while users access the Internet. It controls and filters the websites that users can access based on the company's security policies and categories. This measure helps increase security, productivity and compliance by blocking inappropriate or risky web content. «Low» profile: Security risk rated websites are restricted. «Medium» profile: Security risk rated websites are blocked. Access to potentially liable websites is limited. «High» profile: All potentially vulnerable websites and websites rated as a security risk are blocked. Access to adult content, gaming but also file sharing services is limited.
FWaaS	The Sunrise network-based security elements inspect and control inbound and outbound communication traffic. Depending on the selected profile, specific outbound services are blocked depending on the potential misuse for «Command & Control», «Exfiltration» or «Botnet» attacks. While this helps to defend the business against cyber threats, there is no need for dedicated on-site firewall equipment.
	Usage
Available for	All SME SecureConnect customers. The above-mentioned security profiles – Low, Medium, High – are available for the private IP use case. In the case of public IP implementation, it is expected that customers will run their own security application.

Activation	In the case of private IP addressing, the «Medium inclusive web filter» profile is activated by default. For SME SecureConnect services with public IP, the profile 7 is automatically assigned and activated.
Configuration	As the security components are provided from the Sunrise network, no configuration is needed – either on the CPE or in the customer's environment.
Network configuration	The configuration in the Sunrise network is automatically applied based on the chosen security profile.
Remote / CPE access	- The Sunrise support organisation has remote access to the CPE. This access is limited to the CPE for operational and support purposes and doesn't grant access to customer data. - The provided FritzBox! CPE offers web access which is open to SME SecureConnect customers. This allows customers to customise the handover into their own infrastructure.
Minimum duration	The security is built into the SME SecureConnect service. There is no separate ordering, contract or minimum duration.
Cancellation	The security is built into the SME SecureConnect service. No additional actions are needed at the time of the service cancellation.
	Notes and special applications
Security levels	For each SME SecureConnect service, only one profile can be active at any one time.
Incompatibility	The security profiles (Low, Medium, High) are predefined and can't be adjusted individually for each customer. While the web access to the CPE is beneficial for many use cases, some CPE-based security features might interfere with the network-based security. Depending on the selected security profile, some CPE-based features will not work.
Abbreviations	DNS: Domain Name System. This is also called the phonebook of the Internet. FWaaS: Firewall as a Service provides the network-based security features.
General note	Security services reduce certain cybersecurity risks but do not guarantee protection against all cyber threats, attacks, malware, phishing attempts, data breaches or security incidents. Security classifications, threat intelligence and filtering mechanisms may not identify or block all malicious, harmful or inappropriate content. Filtering and security controls may generate false positives or false negatives. Customers remain solely responsible for their own cybersecurity assessment, measures, endpoint protection, backups, security policies and compliance obligations.

Options	To tailor the solution to specific needs
Fixed IP addresses	Ideal for secure remote access, business applications, VPN connectivity and specialised networking requirements. 4 Fix IPv4 address / 1 usable 8 Fix IPv4 address / 5 usable 16 Fix IPv4 address / 13 usable 32 Fix IPv4 address / 29 usable This option is not compatible with the Wi-Fi Extenders option. Fixed IP addresses are assigned from Sunrise Business address ranges (Provider Aggregated, PA). Sunrise Business reserves the right to modify assigned IP addresses where required for operational, technical, security or regulatory reasons. Customers will be informed in advance whenever possible. Prices according to published price lists SME SecureConnect Pricing List. All prices are exclusive of VAT unless stated otherwise. For detailed information on how the Fixed IP option works, please refer to the SME SecureConnect Fixed IP fact sheet.
Mobile backup	The mobile network helps keep your business online if the primary fixed connection is interrupted.

	Protection in the event of service disruptions or outages of the landline network: Continue to surf the Internet, make and receive calls on the Sunrise mobile network. The solution includes an extra router to offer the best business backup solution experience, compatible with all the functionalities/options of the main access. Prices according to published price lists SME SecureConnect Pricing List. All prices are exclusive of VAT unless stated otherwise. For detailed information on how the mobile backup option works, please refer to the SME SecureConnect Mobile Backup fact sheet.
Wi-Fi extenders	Extend your wireless network to eliminate dead zones and ensure a strong, stable connection throughout your office premises. The solution for reliable and full-coverage high-speed Wi-Fi in every corner of your office. With our Wi-Fi extenders, you can easily expand, boost and optimise your Wi-Fi. Expandable up to 5 Wi-Fi extenders. This option is not compatible with the Fixed IP Addresses option. Prices according to published price lists SME SecureConnect Pricing List. All prices are exclusive of VAT unless stated otherwise.
Business phones	Choose from a range of business phones designed to integrate seamlessly with your cloud calling solution. Prices according to published price lists SME SecureConnect Pricing List. All prices are exclusive of VAT unless stated otherwise.
Business TV	Business TV provides access to a wide range of channels and content, making it ideal for reception areas, waiting rooms, hospitality venues and customer-facing environments. Three solutions available: • Business TV Public • Business TV Public App • Business TV Hospitality Prices according to published price lists SME SecureConnect Pricing List. All prices are exclusive of VAT unless stated otherwise. For detailed information on how the Business TV options work, please refer to the SME SecureConnect Business TV Public, SME SecureConnect Business TV Public App and SME SecureConnect Business TV Hospitality fact sheets.
Business Insurance	• Cyber Insurance: Receive immediate help from IT security experts in the event of a cyber attack. Protection against financial consequences of a cyber attack. • Legal Insurance: Protection against legal risks arising in the digital environment (such as online privacy violations, credit card misuse, identity fraud). The coverage provides access to legal advice, support and financial protection. Prices according to published price lists SME SecureConnect Pricing List. All prices are exclusive of VAT unless stated otherwise. For detailed information on how the Business Insurance options work, please refer to the • SME SecureConnect Business Cyber Insurance fact sheet and the GIC Business Cyber Insurance • SME SecureConnect Business Legal Insurance fact sheet and the GIC Business Legal Insurance Insurance coverage is available only to companies that fulfil the following conditions: fewer than 50 employees, consolidated turnover (both last year and projected for the current year) is below CHF 5 million, experienced no more than two cyber incidents in the past three years, not aware of any circumstances that could give rise to liability or insurance claims. For the entire duration of the contract, the company must not operate in any excluded sector on the Negative List (high-risk regulated sectors and critical infrastructure, banks, military, weapons, defence, payment providers, private households, IT service providers, etc.).

AI Assistant (Phoenix)	Put the power of AI to work for your business. Support employees with AI-powered assistance to improve productivity, efficiency and everyday collaboration. Prices according to published price lists SME SecureConnect Pricing List. All prices are exclusive of VAT unless stated otherwise. For detailed information on how the Business TV options work, please refer to the SME SecureConnect AI Assistant fact sheet.
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Contract duration	
Minimum duration	12, 24, 36, 48, 60 months, depending on customer decision
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 or directly through the account manager. 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.
Billing	The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until the service/option is cancelled. For a cancellation effective during an ongoing billing month, the basic fee will be charged on a pro rata basis.

Miscellaneous	
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.
Installation	The service offers the possibility of installation on site. A certified technician installs and configures your services, ensuring smooth and efficient deployment. Prices according to published price lists SME SecureConnect Pricing List. All prices are exclusive of VAT unless stated otherwise. For detailed information on how the Business TV options work, please refer to the SME SecureConnect Installation fact sheet.
Service fees	Prices according to published price lists SME SecureConnect Pricing List. All prices are exclusive of VAT unless stated otherwise.
Technical support	Free technical support at any time on our website: https://www.sunrise.ch/business/en/contact-us or on 0800 111 777 (Mon - Fri 8:00 - 22:00, Sat - Sun 10:00 - 19:00)

	Option to extend the support time: • Business Support Extended (16x6) • Business Support Premium (24x7) Prices according to published price lists SME SecureConnect Pricing List. All prices are exclusive of VAT unless stated otherwise.
Components of the contract	General Terms and Conditions for Business Customers of Sunrise LLC. See Legal matters Sunrise Business • Customer contract • SME SecureConnect Voice fact sheet • SME SecureConnect Fixed IP fact sheet • SME SecureConnect Mobile Backup fact sheet • SME SecureConnect Business TV Public App fact sheet • SME SecureConnect Business TV Public fact sheet • SME SecureConnect Business TV Hospitality fact sheet • SME SecureConnect Business Cyber Insurance fact sheet and the GIC Business Cyber Insurance • SME SecureConnect Business Legal Insurance fact sheet and the GIC Business Legal Insurance • SME SecureConnect AI Assistant fact sheet • SME SecureConnect Installation fact sheet • SME SecureConnect Pricing List • SME SecureConnect Service Description
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