

Business Up NFON 4/8/12

A cloud PBX voice solution for your company

- Only available in conjunction with Internet Business Up M L XL & Business Internet Light (SIL) Fiber.
- Voice PBX with 4 users / 8 users / 12 users
- International calls for mobile and landline included
- service package with on-site meeting and remote configuration by our trusted partners is mandatory.
- 24/7 business support

Option for Business Up

	Cost 4 / 8 / 12
Monthly basic fee	4 users CHF 50.- MRC Up Internet 8 users CHF 80.- MRC Up Internet 12 users CHF 100.- MRC Up Internet incl. International Flat Fix & Mobile. >12 users / price according to Business NFON Premium licenses ($> 12 \times (n) =$ CHF 16.- MRC per user. (e.g. 13 users $\times$ 16 CHF = 208.- MRC)
Activation fee	108.10.- free of charge for a 36-month contract.
Service package/ initial commissioning	269. mandatory package From our trusted partners, an on-site meeting. With subsequent remote configuration.
Business Up Internet M, L, XL Business Internet Light (SIL) Fiber	Only available as a bundle price in conjunction with Business Up Internet, and only Business Internet Light (SIL) Fiber 1/1G or 10/10G.

	Features
SIP	SIP is a network protocol that is used to establish and control voice and video connections. It has established itself as the standard in the field of VoIP telephony.
Cloud PBX	A cloud PBX is a virtual telephone system that is operated via the Internet. It does not require any physical hardware on site.
Number of CLI & DDI blocks	unlimited
Commissioning service package includes: 1. site survey 2. start-up date Remote configuration	Initial commissioning is mandatory and is carried out with our integration partner. In this way, we at Sunrise hand over and guarantee the customer an all-round carefree package. Scope of services Servicepacket/Site Survey: • Inquiring about the customer's communication needs, with a site survey before the remote configuration. • Customer data collection, customer training, process and product.

	- Detailed check of the local conditions (Internet socket, cabling) - Preparation for commissioning via remote maintenance. - Hardware is not included here (telephones, network switch, DECT, PC) Scope of service package/remote configuration on activation date: - All supported devices are registered, incoming and outgoing calls with the corresponding number are functional. (desk phone, softphone or smartphone APP, single DECT base only). 1 group call, time control Monday - Friday SA/SO with 1 voicemail announcement - Ensuring and coordinating the number porting with the customer and Sunrise, entering and removing MAC addresses from the corresponding servers *All individual and subsequent configurations and requests are not included in the service pack and must be carried out by the customer.
Calls to landlines Switzerland and International	Unlimited Calls to special numbers (e.g. 084x, 090x, 18xx) and value-added services are not included.
Calls to mobile networks (all providers in Switzerland and internationally)	Unlimited Calls to special numbers (e.g. 084x, 090x, 18xx) and value-added services are not included.
Incoming calls	Free of charge
Connection fee	None
International Flat Sunrise Business Voice	Country group Flat Europe, Belarus, Bosnia-Herzegovina, Brazil, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Estonia, Greece, Hungary, Israel, Japan, Latvia, Lithuania, Macedonia, Montenegro, Poland, Romania, Russia, Serbia, Singapore, Slovakia, Slovenia, South Africa, Thailand, Ukraine, USA.

Utilization	
Available for	Customers with Business Up Internet & Business Internet Light SIL Fiber 1G/10G and only in conjunction with Business Up NFON 4/8/12. Sunrise only offers the Up NFON option for wired access, which is implemented in the Up 2.0 Internet connection.
Activation	The option is activated from the day after registration and can be purchased via the following channels: *Website: online at sunrise.ch *Self-care: online at sunrise.ch/mysunrise *Sunrise Shop - Call Center: 0800 707 700 - via your personal account manager/partner manager *Not yet available, will be available in another release from 25.x.
Minimum term	24 months
Renewal	After the minimum term has expired, the option is renewed every month at midnight (CET).
Termination	The option can be terminated at any time at the end of the minimum term. The option can be used until midnight on the last day of the term. If the subscription is terminated before the end of the minimum contract term, the customer must pay the monthly basic fees in full until the end of the minimum contract term. After the minimum term, the option can be terminated at the end of any calendar month without incurring any costs.

	The option is automatically canceled if the subscription on which the option is based is canceled.
Cancellation contact	The subscription must be canceled by telephone. See details at https://www.sunrise.ch/business/de/rechtliches/kuendigung. Cancellations by letter or e-mail are not valid. Termination by telephone: Monday to Friday 08:00 - 17:00. From within Germany: 0800 144 244 (free of charge) From abroad: +41 (0)800 144 via your personal account manager
Invoicing	The basic fee is charged after activation. The basic fee is automatically charged per month until canceled. In the event of termination during a current billing month, the basic fee will be charged pro rata.
Time zone	Activation and deactivation or the period of use is always carried out in the Swiss time zone. Note the time difference.

	Notes and special applications
Number of options	A maximum of one "Business NFON 4/8/12" option can be activated per Internet subscription.
Abbreviations	SIP: Session Initiation Protocol VoIP: Voice over IP CLI: Calling Line Identification PBX: Private Branch Exchange
Subscription migration	Migration from Up Phone or Business Ready Phone to NFON 4/8/12 is only possible via the customer advisor. Upgrade from 4/8/12 is automatically scalable up and down. If the number of 12 users is exceeded, the list price of the usual Business NFON price list is applied. (e.g. 13 x price Premium licenses)

	General information
Technical support	Free technical telephone support on 0800 111 777 by e-mail: businesssupport@sunrise.net
Contract components	- Contract for Internet, landline and TV services - Special terms and conditions for Internet, landline and TV - General Terms and Conditions All documents are available at https://www.sunrise.ch/business/de/rechtliches
Stand	23.04.2025
Business NFON Service Details	All functions and details of the Business NFON telephone system are contained and described in the Service Description Business NFON.
Prices	All prices include VAT 8.1% Please note that prices are subject to change.