

Business Fixed IP Option for SME SecureConnect

	Price
Base monthly fee (without discounts)	Prices according to published price lists SME SecureConnect Pricing List. All prices are exclusive of VAT unless stated otherwise.
Activation fee	Free of charge

	Features
IP address	An IP address is a unique identification address for communication on the Internet. Unlike dynamic IP addresses, fixed (or static) IP addresses do not change. A fixed IP address can be useful for companies that wish to offer their own services, such as operating their own email or web servers, so that offers or website content can be reliably accessed thanks to the fixed Internet address. However, this also makes it easier to set up remote access to corporate servers in flexible working models. Fixed IP addresses are thus often used for remote servers, remote maintenance access or VPN constructs.
Description	For the fixed IP with the customer's own firewall, the customer has a modem with fixed IP routing of their public LAN IP range. The devices connected to the modem are thus directly accessible from the Internet. The number of the customer's usable fixed IP addresses varies from 1 to 29. They can be manually configured on systems that need to be directly accessible from the Internet, e.g., firewall, remote access, VPN, email or web servers. Firewall, NAT and Wi-Fi are deactivated on the modem. These tasks are performed by the customer firewall and Wi-Fi access points. 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.
# of fixed IP addresses	4 Fix IP address / 1 usable 8 Fix IP address / 5 usable 16 Fix IP address / 13 usable 32 Fix IP address / 29 usable
IP version	IPv4

	Usage
Available for	- Customers with their own firewall within the SME SecureConnect portfolio. - The option is only available if the customer has an active subscription for SME SecureConnect M, L or XL.
Activation	The option will be activated the day after registration is completed and can be purchased via the following channels: - Web page: sunrise.ch/en - Sunrise shop - Call centre: 0800 707 700 - Your personal customer advisor If a change of router is required, this extra time needs to be considered.

Configuration	- Manual configuration of the fixed IP parameters for the customer firewall and potential other customer devices directly connected to the modem. - No configuration on the modem needed. - Customer will be responsible for the manual configuration of the fixed IP addresses. - Sunrise is not responsible for service disruptions, security incidents or data loss resulting from customer configuration or customer-operated equipment. - Customer is solely responsible for implementing and maintaining appropriate security measures for all devices connected to the Internet via the Fixed IP service.
Security	By activating the Fixed IP option, the integrated FWaaS security functionality of SecureConnect is disabled.
Network configuration	- No configuration of the modem needed. - Customer devices directly connected to the modem must be configured according to the details specified in the Sunrise Business Hub portal (SBH).
Network infrastructure	Firewall, NAT and Wi-Fi are deactivated in the modem and must be provided by the customer, if needed.
Remote access	Should be provided by the customer on a customer device if needed. No remote access to the modem possible.
Minimum duration	Same as the main bundle (SME SECURECONNECT M, L or XL), when the option is sold together with the main bundle.
Cancellation	See Legal matters Sunrise Business
How to cancel	Cancellation of the subscription must be made by phone. See details at https://www.sunrise.ch/business/en/legal/cancellation. Cancellations by postal letter or email are not valid. Cancellation by phone: Monday to Friday 08:00 – 17:00. From within Switzerland: 0800 144 244 (free of charge) From abroad: +41 (0)800 144 244 Or through your personal customer advisor.
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 effective during an ongoing billing month, the basic fee will be charged on a pro rata basis.
Time zone	Activation, deactivation and duration of usage are always based on the Swiss time zone. Please note any time-zone differences.

Notes and special applications

Number of options	A maximum of one MultiFix IP option can be activated per Internet subscription. If the customer wants to increase/decrease the number of Fixed IP addresses, the current option has to be ceased and the new option has to be activated.
Incompatibility	The MultiFix IP option is not compatible with the Wi-Fi service included in the CPE.
Explanations	NAT (network-address translation): Translates the private LAN IP addresses to the public IP address. Bridge mode: The modem works transparently and passes a public IP address to a router or firewall behind it.

General

Technical support	Free technical phone support on 0800 111 777
Components of the contract	- General Terms and Conditions for Business Customers of Sunrise LLC. See Legal matters Sunrise Business - Customer contract - SME SecureConnect Pricing List

- See [Legal matters | Sunrise Business](#)

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