

## Sunrise Up Mobile L

The flatrate for Switzerland, complete with unlimited calls and data within Europe. No minimum duration.

### In Switzerland

- Unlimited calls to all networks
- Unlimited SMS/MMS to all networks
- Unlimited surfing in Switzerland at maximum speeds of up to 1 Gbit/s with 5G (where available)
- Up Extra included in the subscription:
  - Internet security
- 2 extra SIM data cards for laptop or tablet (extra SIM Business)

### Abroad

- Unlimited surfing in most European countries\*, including 40 GB at high speed
- Unlimited calls from a European country outside Switzerland to another European country\* (including Switzerland)

\* Some European countries are excluded. See country list below. Calls and SMS/MMS from Switzerland to another European country are not included.

### Mobile subscription

	Costs
Basic monthly fee	As shown on current price lists
Benefits and discounts	<p>Sunrise Up Multi Mobile Benefit</p> <ul style="list-style-type: none"> <li>• 50% discount on the basic monthly fee for every additional Sunrise Up mobile subscription. At least one other current or older Sunrise mobile subscription, with the exception of Libero subscriptions, business customer subscriptions and data subscriptions, must be billed on the same invoice. If the basic subscription is canceled, the oldest Sunrise Up mobile subscription will be billed at the regular price.</li> <li>• Sunrise Up Mobile for business customers is limited to 10 subscriptions per business customer.</li> </ul> <p>Sunrise Up Benefit</p> <ul style="list-style-type: none"> <li>• In combination with a Sunrise Up Internet subscription, you will receive a discount of CHF 10 on the basic monthly fee for your Up Internet and the respective mobile subscription.</li> </ul> <p>Other Benefits:</p> <ul style="list-style-type: none"> <li>• In combination with a Sunrise Up Internet subscription, you will also be able to enjoy the following Benefits:           <ul style="list-style-type: none"> <li>◦ Smart Wi-Fi Benefit: Sunrise Smart Wi-Fi start (1 additional Pod) free of charge</li> <li>◦ TV Choice Benefit: Free upgrade to Premium TV</li> <li>◦ Max Speed Mobile Benefit: Always get the best available speed of up to 2 Gbit/s without throttling</li> </ul> </li> </ul> <p>General discount conditions:</p> <ul style="list-style-type: none"> <li>• To benefit from the discounts and benefits mentioned, all products must be billed on the same invoice.</li> <li>• For subscriptions with offer-related advantages (e.g., subscriptions with a reduced basic fee, subscriptions with free services or subscriptions with free or reduced hardware), the Sunrise Up Multi Mobile Benefit will be paused during the promotion period. For promotions with a reduced basic fee, this applies for the period of the price reduction; for promotions with free or reduced hardware, this applies for the set minimum contract duration of the subscription that is eligible for a discount.</li> </ul>

	Costs
Activation fee (including SIM)	CHF 55
	Mobile Internet in Switzerland
Data volume	Unlimited
5G high-speed data	Unlimited
Maximum speed	5G network (high speed) 1 Gbit/s (download) and 300 Mbit/s (upload)
Note	<p>The transfer speeds represent the best possible performance and cannot be guaranteed. Actual Internet speed depends on factors such as topography, network coverage, distance to the transmission tower, signal strength inside/outside buildings or other factors and may be slower than the specified maximum Internet speed.</p> <p>Excessive use of mobile network services can impair network performance, which has a direct effect on other mobile network participants' user experience. In order to prevent this situation, Sunrise reserves the right to temporarily deprioritize data traffic of customers who reach a certain threshold. This generally only becomes noticeable when carrying out more data-intensive activities and only on antenna cells that are temporarily overloaded. Please visit our <a href="#">website</a> for more information.</p>

	Calling in Switzerland
Calls to Sunrise mobile network	Unlimited Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded.
Calls to other Swiss mobile and landline networks	Unlimited Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded.
SMS, MMS to all Swiss networks	Unlimited
Incoming calls	Free
Special and short numbers	<p>Calls to special and short numbers are charged at special rates. See <a href="#">price list for special and short numbers</a>.</p> <p>084x (0840, 0842, 0844, 0848): The same rates apply for shared cost numbers, regardless of where in Switzerland the phone call is made from, but no more than 7.5 centimes per minute (plus VAT, maximum cost for a domestic connection to a landline network). Final amount per call is rounded to the nearest 10 centimes.</p>
Blocking value-added service numbers	Chargeable value-added numbers (090x numbers) can be blocked on request.
Toll-free numbers	0800: Calls to these numbers are free
Call forwarding	Free of charge to the Sunrise mailbox. Otherwise, you will be charged the amount that would be due if you called the forwarding number from your own phone.

Calling in Switzerland	
Listening to voice messages	Free
Saving voice messages	15 days
Call billing increments	By the minute. Every partially used minute will be charged as a full minute.
Connection setup fee	None
International calls	
Calls from Switzerland to other countries	Prices depend on the destination country. If the relevant subscription does not contain any credit, or if all the credit has been used up, international calls will be charged at the standard rate.
Standard rates	See <a href="#">prices for international calling</a>
SMS/MMS to foreign countries	CHF 0.25 per SMS CHF 1 per MMS
Call billing increments	By the minute. Every partially used minute will be charged as a full minute.
Connection setup fee	None
Special and short numbers	Connections to special numbers, short numbers and value-added services abroad are excluded from the standard rate and included calling time credit. These connections may be charged at a higher rate.  Depending on the country and provider, calls to special and short numbers abroad can lead to high costs. <a href="#">See the price list for international value-added service numbers.</a>
Toll-free numbers	Calls to international toll-free numbers are charged at the standard rates for international calls. A fee may be charged for international toll-free numbers, even if these numbers are marked as free of charge.
Calls to participants via a satellite connection	Calls made from Switzerland to participants with a mobile phone number who are, for example, located on a cruise ship where the call is connected by satellite, are charged at the normal Swiss domestic rate. The recipient of the call will pay for the incoming call in accordance with the satellite roaming rate ( <a href="#">see roaming price list</a> ).
Calls to participants with a satellite number	Calls made from Switzerland to a satellite number (e.g., with area code 0087 or 0088) are charged at higher per-minute rates of up to approx. CHF 16 depending on the satellite network used.
Call forwarding abroad	Calls forwarded to an international phone number are charged at the standard rate for international calls.
International calls and mobile Internet (roaming)	

International calls and mobile Internet (roaming)	
Mobile Internet in Europe	<p>Unlimited data volume, 40 GB of which at maximum possible speed; once this amount has been used up, it is possible to continue to surf without limits at a reduced speed (downloads 256 kbit/s, uploads 128 kbit/s)</p> <p>A speed of 256 kbit/s is sufficient for the use of basic Internet features such as e-mail, messaging and surfing. When streaming audio or video, it may take longer to buffer than usual. Websites containing large files may also take longer to load.</p> <p>Maximum possible speed (high speed) depends on the mobile network in the foreign country. 4G high speed is not available everywhere. List of countries/roaming partners can be found at <a href="http://sunrise.ch/en/roaming">sunrise.ch/en/roaming</a></p>
Exception	Data connections in overseas territories and via satellite (airplane, boat) that are blocked from data roaming are excluded.
Calls from Europe to Switzerland	<p>Unlimited</p> <p>Calls to special numbers, short numbers and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.</p>
Calls from Europe to another European country	<p>Unlimited</p> <p>Calls to special numbers, short numbers and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.</p>
Calls within the country of travel in Europe	<p>Unlimited</p> <p>Calls to special numbers, short numbers and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.</p>
SMS/MMS	<p>Europe: Unlimited and free of charge to all countries of the world.</p> <p>USA, Canada and Puerto Rico: Prices at the standard roaming rate</p> <p>Region 2-3: Prices at the standard roaming rate</p>
Incoming calls in Europe	<p>Free</p> <p>Other regions and countries at the standard roaming rate.</p>
Calls from a European country to another country of the world	Prices at the standard roaming rate
Mobile Internet in other countries of the world	Prices at the standard roaming rate
<p>Country list Europe (44 countries)</p> <p>Whenever reference is made to Europe, this concerns the following list of countries</p>	<p>Åland Islands, Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Greenland, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (incl. Madeira, Azores), Romania, San Marino, Slovakia, Slovenia, Spain (incl. Canary Islands, Balearic Islands), Svalbard and Jan Mayen, Sweden, Turkey, United Kingdom and Vatican City. Overseas territories of the countries listed are excluded.</p> <p>European continent except: Albania, Belarus, Bosnia, Kazakhstan, Kosovo, Macedonia, Moldova, Montenegro, Russia, Serbia, Ukraine.</p>

	International calls and mobile Internet (roaming)
Overview of roaming cost protection	<ul style="list-style-type: none"> <li>- Data roaming at the standard rate is deactivated by default.</li> <li>- Call roaming (calls, SMS, MMS) at the standard rate is activated by default.</li> <li>- Calls made to the Sunrise mailbox are free worldwide.</li> <li>- Attractive data roaming packages.</li> </ul>
Activation and deactivation of roaming at the standard rate	<p>Data roaming at the standard rate (billed according to MB usage) is deactivated by default when abroad and can be activated in the Roaming Cockpit.</p> <p>Calls and SMS roaming are activated by default when abroad.</p>
Roaming restrictions	This subscription is intended for normal personal use in Switzerland and may not be used over a longer period predominantly or exclusively abroad or given to users abroad.
Sunrise Cockpit	<p>The Sunrise Cockpit is available at: <a href="https://cockpit.sunrise.ch">cockpit.sunrise.ch</a> (free access worldwide). The Cockpit offers the following features:</p> <ul style="list-style-type: none"> <li>- Roaming settings <ul style="list-style-type: none"> <li>- Turn the Sunrise mailbox on or off when abroad</li> <li>- Enable or disable calls, SMS and data connections on ships and airplanes</li> <li>- Activation and deactivation of roaming at the standard rate</li> <li>- Choose to receive/not receive roaming info SMS</li> </ul> </li> <li>- Cost protection limit for data roaming</li> <li>- Information on installed data packages</li> <li>- Information on data volume used</li> <li>- Purchase of attractive roaming options</li> <li>- Roaming standard rates</li> </ul>
Roaming standard rates	<p>Usage-based prices depend on the country in which one is located (Regions 1-3). It is billed based on MB usage. If the relevant subscription does not have any credit or data package, or if it has been used up, the following services will be charged at the standard roaming rate.</p> <p>Outgoing calls</p> <ul style="list-style-type: none"> <li>- Incoming calls</li> <li>- SMS/MMS</li> <li>- Mobile Internet and data usage</li> </ul> <p>See <a href="#">Roaming price list</a>.</p> <p>Data roaming packages are recommended in order to keep costs down.</p>
Hierarchy of roaming credit and options	<p>If several roaming credits or roaming options are in place during a stay abroad, they will be used and billed in the following order:</p> <ol style="list-style-type: none"> <li>1) Data volume of an activated travel data unlimited option (valid for one month)</li> <li>2) Data volume of an activated travel days option (valid for one month)</li> <li>3) Data volume of the mobile subscription (valid for the calendar month)</li> <li>4) Data volume of a recurring roaming option (valid for the calendar month)</li> <li>5) Data volume of an activated travel data option (valid for 12 months)</li> <li>6) Data volume of a purchased but not yet activated travel data option (valid for 12 months)</li> </ol>
Call billing increments	<p>Charged by the second, with rounding to the next 10 centimes per call</p> <p>Exception: Outgoing calls will incur costs equivalent to at least a 30-second call, even if they are shorter</p>
Connection setup fee	None

<b>International calls and mobile Internet (roaming)</b>	
Special and short numbers	Calls made to the respective country's equivalent of special numbers, short numbers or value-added services while abroad may be charged at a higher rate. Such calls are not part of any available included calling time credit.
Toll-free numbers	Calls made from the country of travel to «toll-free numbers» in the same country or in another country are charged at a higher rate, just like special numbers, and are not part of any available included calling time credit.
Satellite roaming	<p>Roaming via satellite connections, such as on airplanes and cruise ships, is charged at higher rates.</p> <p>Only satellite connections via call/SMS/MMS are possible. Data roaming is blocked.</p>
Call forwarding	When a call is forwarded from abroad (e.g., to a landline connection in Switzerland), both the incoming call and the forwarded outgoing call are charged at the standard roaming rate.
Forwarding to Sunrise mailbox	<p>Free</p> <p>Deactivate mailbox: #145# Activate mailbox: *145#</p>
Listening to voice messages	Calls made to the Sunrise mailbox from abroad to listen to voice messages are charged at the standard roaming rate.
Data billing increments	Charged per kilobyte, with rounding to the nearest 10 centimes per session.
Roaming cost control	<p>Every time the customer goes abroad, they will automatically receive an SMS to inform them of the applicable roaming rate. Receipt of the roaming info SMS can be switched on or off in the Roaming Cockpit or My Sunrise.</p> <p>Sunrise data alert is activated by default with a monthly cost limit of CHF 100. The limit can be changed or deactivated in the Roaming Cockpit or My Sunrise. When 50% of the set limit is reached, an info SMS is sent for cost control purposes. Once the cost limit is reached, roaming data traffic will be blocked until the end of the month.</p> <p>To remove the block for the current month: SMS (free) with the text UNBLOCK to 3310</p> <p>The roaming cost limit Sunrise data alert contains the roaming data costs accrued within one calendar month, excluding any charges for roaming options or roaming data packages.</p> <p>The roaming cost limit contains the roaming data costs accrued within one calendar month. Under certain conditions and depending on the country in which the customer is surfing, there may be a time delay between the generated roaming volume and the receipt of an alert SMS or blocking of data traffic.</p>
<b>Up Extra</b>	
Up Extra	<p>The following Extra is already included in the subscription:</p> <ul style="list-style-type: none"> <li>• Internet security with Sunrise surf protect</li> </ul> <p>This Up Extra is activated automatically and is valid for Up Mobile M, L and XL subscriptions. When switching to another subscription, a charge will apply for the activated Up Extra.</p>

	<b>Up Extra</b> Up Extra Internet security with Sunrise surf protect is deactivated when the subscription is canceled.
	<b>Contract duration</b>
Activation	The subscription is activated on the day of registration or on the requested date if the number is being ported.
Subscriptions without a minimum duration, cancellation	A subscription without a minimum duration may be canceled with a notice period of 60 days to the end of any month.
Subscriptions with minimum duration, cancellation	Certain offers may be linked to a minimum contract period. The terms of the offer apply. In this case, the mobile phone contract can be canceled with a notice period of 60 days to the end of the minimum contract period. Once the minimum contract period has expired, the contract may be canceled with a notice period of 60 days to the end of any month.
Early cancellation, costs	<p>If the subscription is canceled before the end of the minimum contract period, the customer must pay the recurring monthly basic fees in full up to the end of the minimum contract period.</p> <p>Monthly recurring basic fees are determined based on the usual basic fee of the respective subscription plus any promotion surcharges, unless otherwise specified for the offer concerned.</p> <p>For contracts with no minimum contract period or for those where the minimum contract period has expired, the customer may only cancel their contract without observing the regular notice period if they pay the basic monthly fees up to the regular cancellation date plus an additional CHF 100.</p>
How to cancel	<p>The subscription must be canceled either by phone or via the Sunrise Chat. More details are available at <a href="https://sunrise.ch/cancellation">sunrise.ch/cancellation</a>. Cancellations via letter or e-mail are not valid. Written cancellations will still be accepted for cancellations with phone number porting, as long as this cancellation is submitted electronically by the provider on behalf of the customer over the course of the porting process.</p> <p>Cancellation by phone</p> <ul style="list-style-type: none"> <li>- From within Switzerland: 0800 100 600 (free)</li> <li>- From abroad: +41 58 777 01 01</li> </ul> <p>Cancellation via Sunrise Chat</p> <ul style="list-style-type: none"> <li>- The link to the chat is available at <a href="https://sunrise.ch/cancellation">sunrise.ch/cancellation</a></li> </ul>
Switching subscription	<p>For all subscriptions, it is possible to switch to a subscription with a higher basic monthly fee at any time and free of charge.</p> <p>As a general rule, switching to a subscription with a lower basic fee is possible from the following month. During the minimum contract duration, it is only possible to switch to a subscription with a lower basic fee by paying a buy out fee. After the minimum contract duration has ended, such a switch is free of charge.</p> <p>With certain offers, a switch to a subscription with a lower basic fee will not be possible, or will be associated with additional costs. The terms and conditions of the offer apply. If a subscription switch takes place within one month, the services included in the previous and new subscription are billed pro rata.</p>

	<b>Contract duration</b>	
Billing	The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until the option is canceled. If a customer purchases or changes a mobile subscription during the course of a billing month, the basic monthly fee and included services (minutes, SMS, MB, etc.) are billed on a pro rata basis.	
	<b>Miscellaneous</b>	
Included credit	Any part of your included data and calling quota that is not used in a specific billing period will expire and will not be carried forward to a subsequent billing period.	
<a href="http://www.sunrise.ch/servicefees">http://www.sunrise.ch/servicefees</a>	See <a href="#">price list for service fees</a> .	
Replacement SIM	CHF 55 to replace a SIM or obtain a SIM in a new format.	
Data SIM cards	2 extra SIM Business data cards for mobile use on a laptop or tablet is included free of charge with the subscription. Only available to Sunrise Up business customers.	
Bill	Bill by e-mail: free Bill by mail without detailed call statement: CHF 3 Bill by mail with detailed call statement: CHF 4	
Wi-Fi Calling	When there is weak reception inside your home, Wi-Fi Calling will improve reception for mobile calls. More information at: <a href="http://sunrise.ch/wificalling">sunrise.ch/wificalling</a> .	
Device plan	One device can be purchased with each Up Mobile subscription with a down payment starting at CHF 1 and 24 monthly installment payments, with no interest and no extra charges. With the We Connect extra SIM surf option, a second device can be purchased together with the Up Mobile subscription with installment payments.	
Sunrise network coverage	See <a href="#">network coverage map</a> .	
Available options	travel talk options travel days options travel data options travel unlimited US & Canada option while abroad international option my country options We Connect extra SIM surf protect options call protect option	Lower priced calling while abroad (roaming) Lower priced calling and surfing while abroad Lower priced surfing while abroad (roaming) Lower priced international calling and calling while abroad Lower priced international calls Unlimited calls to a country of choice Surf on a second device Device insurance Call misuse insurance
Set-up/personalization	Find useful information and more options for your product at <a href="http://sunrise.ch/help">sunrise.ch/help</a> . These include product set-up, call forwarding, call suppression and tips for the security of your product.	
Support	Free technical phone support at 0800 707 700	
Components of the contract	<ul style="list-style-type: none"> <li>– Contract for mobile phone services</li> <li>– Provisions for fair use of mobile Internet</li> <li>– Special provisions for mobile telephony services</li> <li>– General Terms and Conditions</li> </ul> <p>All documents are available at <a href="http://www.sunrise.ch/gtc">www.sunrise.ch/gtc</a>.</p>	



## Miscellaneous

Last updated

05/2022

# Sunrise Up Internet

The flexible landline network Internet portfolio with no additional landline connection fee, modularly combinable with landline phone and TV.

## **Sunrise Up Internet Business Plus** The top-speed Internet product for BMM customers

	Costs
<b>Basic monthly fee (without discount)</b>	According to published price lists.
<b>Landline connection fee</b>	Included – Please refer to the separate factsheet for details on the included Up Phone (L) landline product.
<b>Activation fee</b>	<b>CHF 89.–</b> There is no activation fee if a Sunrise landline connection has already been set up.
<b>Wi-Fi modem</b>	Included (on loan) Type: modem may vary depending on the access type
<b>Discounts and Benefits</b>	<p>Sunrise Up Benefits:</p> <ul style="list-style-type: none"> <li>In combination with any Sunrise Up, Sunrise Fresh, Sunrise We, Sunrise We Young, Sunrise Freedom, Sunrise Freedom Young and any previous Sunrise mobile plan (if eligible), you receive a CHF 10.– discount each on your basic monthly fee of the Up Internet and the respective Mobile subscription.</li> <li>In combination with Sunrise Up TV L, XL subscription you will receive a CHF 20.- discount on this internet product.</li> </ul> <p>More Benefits:</p> <ul style="list-style-type: none"> <li>In combination with a Sunrise Up M, L, XL and Sunrise Fresh Mobile M, L, XL mobile subscription, you receive in addition following benefits: <ul style="list-style-type: none"> <li>Smart WiFi Benefit: Sunrise Smart WiFi start (1 additional Pod) free of charge. Smart Wifi Benefit is not available for customers with Sunrise mobile broadband/ Fixed Wireless Access and Fritzbox Wi-Fi modem</li> <li>TV XL Benefit: Premium TV Upgrade for free</li> <li>Max Speed Mobile Benefit: always best available speed up to 2 Gbit/s without throttling</li> <li>Activation Fee and Home Installation Fee for free. This benefit is also available if you have another postpaid mobile voice subscription: We Mobile, Freedom Mobile, Business Mobile Plus, Business Mobile, Business Freedom Mobile.</li> </ul> </li> </ul> <p>General discount conditions:</p> <ul style="list-style-type: none"> <li>Sunrise Up Benefit: In order to profit from the Sunrise Up Discount and Sunrise UP Benefit, the internet and mobile subscriptions must be invoiced on the same bill.</li> <li>For subscriptions with offer-related benefits (e.g., subscriptions with a reduced basic fee, subscriptions with free services, or subscriptions with free or reduced hardware), the Sunrise Up Discount will be paused during the promotion period. Sunrise UP Benefits (Smart WiFi</li> </ul>

	<b>Costs</b> <p>Benefit, Max Speed Mobile Benefit &amp; TV Choice Benefit) will also be given during a promotional period given</p> <ul style="list-style-type: none"> <li>For promotions with a reduced basic fee, this applies for the period of the price reduction; for promotions with free or reduced hardware, this applies for the set minimum contract duration of the subscription that is eligible for a discount. For Sunrise Up Internet products, the suspension of the discount applies to the basic fees of all subscriptions (Internet, landline network, TV)</li> </ul>
	<b>Internet services with Fiber connection</b>
<b>Network</b>	Fiber
<b>Data volume</b>	Unlimited
<b>Download speed</b>	Up to 10 Gbit/s
<b>Upload speed</b>	Up to 10 Gbit/s
<b>IP address</b>	Wired access: public dynamic or private dynamic IP Mobile access: only private dynamic IP
<b>Individual speed</b>	The transmission speeds listed represent optimum performance and are not guaranteed. Actual Internet speed depends on individual factors that are influenced by 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 next 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) reduces the bandwidth available for each device.
	<b>Internet services with HFC connection</b>
<b>Network</b>	HFC Hybrid Fiber Coaxial
<b>Data volume</b>	Unlimited
<b>Download speed</b>	Up to 1 Gbit/s
<b>Upload speed</b>	Up to 100 Mbit/s
<b>IP address</b>	Wired access: public dynamic or private dynamic IP Mobile access: only private dynamic IP
<b>Individual speed</b>	The transmission speeds listed represent optimum performance and are not guaranteed. Actual Internet speed depends on individual factors that are influenced by 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 next 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) reduces the bandwidth available for each device.

## General information

	Contract duration
<b>Minimum duration</b>	12 months
<b>Cancellation</b>	The subscription may be canceled with a notice period of 60 days at the end of the minimum contract duration. Once the minimum duration has ended, the subscription can be canceled at any time with a notice period of 60 days at the end of any month.
<b>Cancellation contact</b>	<p>The subscription must be canceled either by phone or through Sunrise Chat. More details are available at <a href="https://sunrise.ch/cancellation">sunrise.ch/cancellation</a>. Cancellations submitted via letter or e-mail are not valid. Written cancellations will still be accepted for cancellations with phone number porting, as long as this cancellation is submitted electronically by the provider on behalf of the customer as part of the porting process.</p> <p>Cancellation by phone</p> <ul style="list-style-type: none"> <li>- From within Switzerland: 0800 100 600 (for free)</li> <li>- From abroad: +41 (0)800 100 600</li> </ul> <p>Monday to Friday, 8 a.m. to 7 p.m.</p> <p>Cancellation via Sunrise Chat</p> <ul style="list-style-type: none"> <li>- The link to the chat is available at <a href="https://sunrise.ch/cancellation">sunrise.ch/cancellation</a></li> </ul> <p>Monday to Friday, 8 a.m. to 7 p.m.</p>
<b>Early cancellation</b>	If the contract is terminated before reaching the minimum contract duration, the recurring monthly basic fees for the remaining period must be paid in full.
<b>Switching subscriptions</b>	You can always switch between the Sunrise Up Internet subscriptions. For promotions, special conditions may apply.
<b>Billing</b>	The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until the option is canceled. With activations or cancellations during a current billing month, the basic fee will be charged on a pro-rated basis.
	Miscellaneous
<b>Landline phone</b>	An Up Internet Business Plus subscription is required in order to take advantage of Sunrise landline calling services. Please refer to the factsheets for Up Phone (L) for the terms and conditions.
<b>Fiber optics</b>	<p>For information on the fiber optic connection and its availability, see <a href="https://sunrise.ch/fiber">sunrise.ch/fiber</a></p> <p>The transmission speeds specified represent optimum performance and cannot always be guaranteed. Where available we deliver 10 Gbit/s to your home over XGS-PON fiber connections. The overhead required to ensure transmission quality brings the effective individual download/upload speed to 8.2 Gbit/s. Simultaneous downloading and uploading may also limit the maximum upload speed to 5 Gbit/s due to hardware restrictions on the Sunrise Internet Box Fiber. Actual Internet speeds depend on various factors under the control of the customer or a third party, such as the end device capacity or type of connection at home.</p>
<b>Sunrise mobile broadband</b>	If the network bandwidth over the landline network is insufficient, Sunrise may provide this service to customers over the mobile network instead (Sunrise mobile broadband, fixed wireless access). The hardware required for this is intended for use at a single site and must not be used at a location other than the installation address on the order.
<b>Cisco Umbrella Easy Protect</b>	<p>Cisco Umbrella Easy Protect is included in the rate plan* free of charge.</p> <p>Protection for all devices connected to the office LAN/WLAN against malware, phishing, ransomware. This build-in cloud-delivered enterprise class Umbrella Easy Protect service from Cisco blocks threats before they ever reach your clients' network or endpoints. By analyzing and</p>

	<b>Miscellaneous</b> <p>learning from internet activity patterns, Umbrella uncovers attackers' infrastructures staged for attacks and proactively blocks them.</p> <p>* Cisco Umbrella Easy Protect is not available for Fixed Wireless Access and Sunrise Mobile Broadband solution</p>
<b>Home installation</b>	<p>CHF 199.– fixed price</p> <p>Included: Installer's travel times to and from customer, analysis of existing home installation, basic connection to network home junction box (UPK); if necessary, router installation (connection to power and phone outlets, router commissioning, connection configuration for one computer (via Ethernet, Wi-Fi, or a connection kit), connection of a maximum of two phone/fax devices, landline, Internet and Sunrise TV operational check, short introduction to Sunrise TV</p> <p>Not included in the scope of services: Installation and laying of wiring of any kind, installation and assembly of TV screens and home cinemas, hardware accessories (such as ethernet cable and powerline connection kit)</p>
<b>Service fees</b>	See <a href="#">price list service fees</a>
<b>Support</b>	<p>Free technical phone support at 0800 111 555 (from abroad: +41 58 777 01 01) (24 hours, 7 days)</p>
<b>Components of the contract</b>	<ul style="list-style-type: none"> <li>• Sunrise General Terms and Conditions</li> <li>• Sunrise Special provisions for Internet, landline and TV</li> <li>• Sunrise mail Terms of Use</li> <li>• Customer Contract</li> <li>• Special promotional terms and conditions (if applicable)</li> </ul>
<b>Version</b>	10.05.2022

# Up Phone (L)

Sunrise landline calling subscription with no landline connection fee for unlimited calls to all Swiss landline and mobile networks.

## Landline calling

	Costs
<b>Basic monthly fee (without discount)</b>	Included by default with the Sunrise Up Internet Business Plus subscription
<b>Landline connection fee</b>	Included
<b>Activation fee</b>	None
<b>Requirement</b>	You must have a Sunrise Up Internet Business Plus subscription for this service.
	Calling in Switzerland
<b>Calls to landlines</b>	Unlimited  Calls to special numbers (e.g., 084x, 090x, 18xx) and value-added services are not included.
<b>Calls to mobile networks (all providers in Switzerland)</b>	Unlimited  Calls to special numbers (e.g., 084x, 090x, 18xx) and value-added services are not included.
<b>Incoming calls</b>	for free
<b>Connection setup fee</b>	None
<b>Special and short numbers</b>	You can find the price list at <a href="https://www.sunrise.ch/en/residential/help/rechnung-und-zahlung/spezial--und-kurznummern.html">https://www.sunrise.ch/en/residential/help/rechnung-und-zahlung/spezial--und-kurznummern.html</a>
<b>Blocking value-added service numbers</b>	Chargeable value-added numbers (090x numbers) can be blocked on request.
<b>Toll-free numbers</b>	0800: Calls to these numbers are free 084x (0840, 0842, 0844, 0848) Same rate for shared cost numbers, regardless of the location in Switzerland from which the phone call is made, at most 7.5 centimes per minute (plus VAT, maximum cost for a domestic connection to a landline network).
<b>Call forwarding</b>	To the Sunrise mailbox free of charge. In other instances, the amount will be charged that would be due if the forwarding number would be called from one's own connection.
<b>Listening to voice messages</b>	Free
<b>Saving</b>	8 days Sunrise mailbox, 15 days Sunrise mailbox pro

	<b>Calling in Switzerland</b>
<b>voice messages</b>	
<b>Phone number suppression</b>	Possible
	<b>Calling to foreign countries (international)</b>
<b>Calls to (Europe, US and Canada)</b>	The calls to these countries are included in the tariff without an extra price for the customer.
<b>Calls to foreign landlines</b>	Country group 2: CHF 0.40/min. Country group 3: CHF 0.65/min. Country group 4: CHF 0.70/min. Country group 5: CHF 1.20/min. Country group 6: CHF 1.35/min.
<b>Calls to foreign mobile networks</b>	Country group 2: CHF 0.80/min. Country group 3: CHF 0.85/min. Country group 4: CHF 0.90/min. Country group 5: CHF 1.20/min. Country group 6: CHF 1.35/min.
<b>Countries (Europe, US and Canada)</b>	Andorra, Austria, Belgium, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Greenland, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, the Netherlands, Norway, Poland, Portugal (incl. Madeira, the Azores), Romania, San Marino, Slovakia, Slovenia, Spain (incl. the Canary Islands, the Balearic Islands), Sweden, Switzerland, Turkey, the United Kingdom UK (incl. Guernsey, Isle of Man, Jersey), the United States US (incl. Alaska, Hawaii, Puerto Rico), Vatican City. Overseas territories of the countries listed are excluded.
<b>Country group 2</b>	Australia, Israel, New Zealand
<b>Country group 3</b>	Albania, Belarus, Bosnia-Herzegovina, Hong Kong, Japan, Kosovo, Macedonia, Moldova, Montenegro, Russia, Serbia, Singapore, Turkey, Ukraine
<b>Country group 4</b>	Algeria, Argentina, Brazil, Chile, China, Dominican Republic, East Timor, Egypt, Indonesia, Libya, Malaysia, Mexico, Morocco, Philippines, Puerto Rico, South Africa, South Korea, Taiwan, Thailand, Tunisia, Virgin Islands (USA),
<b>Country group 5</b>	Angola, Armenia, Azerbaijan, Bahrain, Bangladesh, Belize, Benin, Bhutan, Bolivia, Botswana, Brunei, Burkina Faso, Burundi, Cameroon, Central African Republic, Columbia, Congo (Brazzaville), Congo (Democratic Republic), Costa Rica, Djibouti, Ecuador, El Salvador, Equatorial Guinea, French Antilles, French Guyana, French Polynesia, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guadeloupe, Guatemala, Guinea, Honduras, India, Iran, Jamaica, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Lebanon, Lesotho, Liberia, Martinique, Mauritania, Mongolia, Mozambique, Nepal, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestine, Papua New Guinea, Paraguay, Peru, Qatar, Rwanda, Saint Barthélemy, Saint Martin, Saudi Arabia, Sierra Leone, Sri Lanka, Syria, Tajikistan, Tanzania, Trinidad and Tobago, Turkmenistan, Uganda, United Arab Emirates, Uruguay, Uzbekistan, Venezuela, Zambia, Zimbabwe

	Calling to foreign countries (international)
<b>Country group 6</b>	Afghanistan, American Samoa, Anguilla, Antarctica, Antigua (Barbuda), Aruba, Ascension Island, Bahamas, Barbados, Cambodia, Cape Verde Islands, Caribbean, Cayman Islands, Chad, Christmas Island, Comoros, Cook Islands, Cuba, Diego Garcia, Dominica, Eritrea, Ethiopia, Falkland Islands, Federated States of Micronesia, Fiji, Guam, Guayana, Guinea-Bissau, Haiti, Iraq, Ivory Coast, Kiribati, Laos, Macau, Madagascar, Malawi, Maldives, Mali, Marshall Islands, Mauritius, Mayotte, Micronesia, Montserrat, Myanmar, Namibia, Nauru, Netherlands Antilles, New Caledonia, Niue, Norfolk Island, North Korea, Northern Mariana Islands, Palau, Panama, Réunion, Saint Kitts and Nevis, Saint-Pierre and Miquelon, Samoa, Santa Lucia, São Tomé and Príncipe, Senegal, Seychelles, Solomon Islands, Somalia, St. Vincent and the Grenadines, Sudan, Suriname, Swaziland, The Bermudas, Togo, Tokelau, Tonga, Turks and Caicos Islands, Tuvalu, Vanuatu, Vietnam, Virgin Islands (GB), Yemen
<b>Connection setup fee</b>	The connection fee for calls made to foreign landline and mobile networks amounts to half of the per minute price of the country being called.
<b>Call billing increments</b>	Per second
<b>Special and short numbers</b>	<p>Connections to special numbers, short numbers and value-added services abroad are excluded from the standard rate and included calling time credit. These connections may be charged at a higher rate.</p> <p>Note: Calls from Switzerland to specific value-added services or special numbers abroad can be blocked.</p>
<b>Toll-free numbers</b>	Calls to foreign toll-free numbers are charged at the standard rates for calls to foreign countries. A fee may be charged for foreign toll-free numbers, even if these numbers are marked as being provided free of charge.
<b>Calls to participants through a satellite connection</b>	Calls made from Switzerland to participants with a mobile phone number who are on a cruise ship, for example, where the call is connected through satellite, are charged the normal Swiss domestic rate. The subscriber receiving the call will pay the satellite roaming rate for the incoming call (see roaming price list).
<b>Calls to participants with a satellite number</b>	Calls made from Switzerland to a satellite number (e.g., with area code 0087 or 0088) are charged at higher per-minute rates of up to about CHF 16.– depending on the satellite network used.
<b>Call forwarding abroad</b>	Calls forwarded to a foreign phone number will be charged at the usual standard rate for outgoing phone calls made to foreign numbers.
	Contract duration
<b>Minimum duration</b>	None
<b>Cancellation</b>	The subscription will be canceled when the Up Internet Business Plus subscription is canceled.
<b>Switching subscriptions</b>	To switch between Sunrise Up Phone subscriptions is necessary to switch the Up Internet subscription.
<b>Billing</b>	There is no basic fee for this subscription, as it is included by default in Sunrise Up Internet Business Plus.
	Miscellaneous



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<b>Phone number porting</b>	<p>You can keep your old phone number when you switch to Sunrise, even if you will be switching to an area with a different area code (e.g., from 031 to 044). When this occurs, your area code will no longer be associated with the area you live in.</p> <p>If the old phone number is not ported and a new phone number is activated, the old phone number will remain blocked for six months. After that, it will be given to someone else.</p> <p>Sunrise will take care of the formalities associated with porting.</p>				
<b>Alarm</b>	Sunrise Up Phone is not meant to be used with security systems with analog dial devices (e.g., alarms). For more information, please contact our support department.				
<b>Telephone hardware</b>	Not included. The device must be connected to the Sunrise Modem and be compatible with the Sunrise landline infrastructure.				
<b>Emergency calls</b>	As a rule, emergency calls can only be guaranteed for the installation address specified in the contract.				
<b>Available options</b>	<table> <tr> <td>Mycountry flat Option</td><td>Flat-rate calls to the country of your choice</td></tr> <tr> <td>Global option</td><td>Lower per-minute rates to many countries</td></tr> </table> <p>Note that this rate plan already includes international calls to EU, US &amp; CAN</p>	Mycountry flat Option	Flat-rate calls to the country of your choice	Global option	Lower per-minute rates to many countries
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Global option	Lower per-minute rates to many countries				
<b>Support</b>	<p>Free technical phone support at 0800 111 555 (from abroad: +41 58 777 01 01) (24 hours, 7 days)</p>				
<b>Components of the contract</b>	<ul style="list-style-type: none"> <li>• Contract for Internet, landline and TV services</li> <li>• Special provisions for Internet, landline and TV</li> <li>• Sunrise mail Terms of Use</li> <li>• General terms and conditions</li> </ul>				
<b>Version</b>	10.05.2022				