

Sunrise Business AI Assistant

Product Description, Components and Options	
Product Name	Sunrise Business AI Assistant
Product Description (Summary)	Sunrise Business AI Assistant ("Product" or "Services") is a secure, Swiss-sovereign AI platform built for everyday business use. It provides employees with a powerful assistant for research, writing, summarisation, analysis, and internal knowledge access, all through an interface designed to be as simple or as advanced as users need. All data is processed and stored exclusively in Switzerland by a Swiss company not subject to the US Cloud Act. Customer data is never used for AI model training, ensuring full data sovereignty and compliance with Swiss data protection requirements. The platform leverages a curated selection of Swiss AI models (such as Apertus) and leading open-source and open-weight models, providing high-quality AI capabilities without being reliant on proprietary foreign cloud providers. An agentic architecture allows organisations to build, share and deploy AI agents that act on behalf of users, connecting to business systems, automating workflows and collaborating across tasks. For the full product description, please see the service description ("Service Description"), which forms an integral part of this Contract in the applicable version and can be accessed and viewed in the currently applicable version at the following link: https://www.sunrise.ch/business/en/ai-solutions-for-business/ai-assistant.

Sunrise Business AI Assistant provides the following capabilities as part of the standard subscription (summary; for the full overview, please see the Service Description):

Conversational AI Assistant

An intuitive chat interface for research, writing, summarisation, analysis, and general business queries. Conversations are auto-titled and organised chronologically, with full-text search across past conversations and the ability to bookmark specific chats for quick retrieval. A Temporary Chat mode is available for ephemeral, non-saved conversations. Users can run parallel conversations side by side for comparing outputs.

Easy Mode & Expert Mode

Two interface modes to match every user's comfort level. Users can switch between both modes at any time, and both are included in the standard subscription at no additional cost.

Easy Mode: A simplified interface with three intuitive AI profiles: Quick, Creative and Thoughtful, so users can focus on their work, not on technical settings.

Expert Mode: Full access to the complete model catalogue, advanced configuration options, reusable presets, and command shortcuts for power users who want fine-grained control.

Knowledge Pools & Company Data

Organisations can upload internal documents and datasets to make them searchable and usable by the AI assistant via the Super-Storage companion module. Two pool types are available by default and free of charge:

Knowledge Pool (RAG): Documents are chunked, embedded and made searchable. Users get precise answers grounded in company knowledge.

Database Pool: CSV tables with typed, filterable queries. Upload structured data and interact with it in natural language.

Storage: 5 GB per user included, with additional storage available with every offer. Files can also be attached directly in chat (as image or text, with drag-and-drop support).

AI Agents

AI agents are included with every subscription. The built-in Agent Marketplace provides ready-to-use specialised agents, including:

- Recruitment: Creates job ads and HR messages
- Payment Follow-ups: Drafts reminders for unpaid invoices
- Meeting Notes: Summarises meeting notes and minutes
- Translation CH: Translates content between DE, FR, IT and EN
- Invoices: Explains invoice items and amounts
- Customer Care: Composes replies to customers
- Market & Competition Research: Looks for market trends and competitors

Sunrise may add, modify or remove agents from the marketplace at its discretion.

Organisations can also create and customise their own agents. Custom agents offer the same conversational capabilities as the standard AI chat, while allowing organisations to tailor instructions and use cases, and connect to third-party APIs through OpenAPI.

Both custom agents and selected marketplace agents can be shared across the organisation, making them easily available to other users (agent sharing capability is available for Team and Professional offers only). Customer-created agents, instructions, configurations and connected data sources are administered at the Customer's risk. The Customer is responsible for ensuring that access rights, instructions and tool permissions granted to an agent do not exceed the authority of the relevant user.

The platform is agentic-ready: agents can act on behalf of users through business connectors, execute multi-step workflows, and collaborate with other agents.

Built-in Tools

- Web Search: complement internal knowledge with up-to-date public information¹
- File Search: search across uploaded documents and knowledge pools
- Transcription: speech-to-text conversion for audio files
- Code Interpreter: run computations, data analysis and generate visualisations

- Artifacts: rendered output previews for documents, tables and code
- Text-to-Speech: configurable voices for audio output

Business Connectors

Native integrations connect the AI assistant to existing business systems, enabling agents and tools to access and act on real company data:

Microsoft 365: Outlook (Email), Calendar, OneDrive, Excel, OneNote, To Do, Planner, Contacts, Teams & Chats, SharePoint

Atlassian: Jira, Confluence

Additional connectors can be made available on request with the Professional offer, subject to a separate assessment and custom pricing. The connector catalogue is continuously expanding.

Personalisation

Configurable interface language (DE, FR, IT, EN), theme selection, font size, and a range of chat behaviour settings. Users can save and switch between configuration presets.

For all the details, please see the Service Description.

¹ Information obtained through web searches is provided for convenience only and may be incomplete, inaccurate or not up to date. The Customer remains solely responsible for independently verifying the accuracy, completeness and suitability of such information before relying on it.

AI Models

Sunrise Business AI Assistant provides access to a curated, regularly updated selection of AI models focused on data sovereignty and transparency:

- Swiss models: including Apertus, developed and hosted in Switzerland
- Leading open-source and open-weight models: a multi-vendor catalogue of high-performance models from several providers

A complete and updated list of all available models is available here:

<https://documentation.ai.sunrise.ch/maas/active-models/>

In Easy Mode, models are presented as three intuitive profiles (Quick, Creative, Thoughtful). In Expert Mode, users select directly from the full model catalogue.

Platform Access

- Web Application: full-featured browser-based interface
- Progressive Web App (PWA): installable on desktop and mobile for app-like experience Optimised for Google Chrome, Microsoft Edge and Firefox. Internet connection required.

User Management

- Single Sign-On (SSO) via Microsoft Entra ID with directory synchronisation
- Standalone user authentication (built-in)
- Administration console available at portal.ai.sunrise.ch

Security

Sunrise Business AI Assistant runs exclusively on Swiss infrastructure. All processing and storage – live workloads and backups – stay within Swiss borders, with Sunrise as your contracting party under Swiss law.

Data is encrypted in transit (TLS 1.3) and at rest (AES-256). Tenant separation is enforced down to the hardware layer.

Your data is never used to train or evaluate any model and is verifiably deleted on request.

The platform is operated under an ISO 27001 certified information security management system, independently audited to ISAE 3402 Type II, and structured to meet FINMA Circular 2018/3 outsourcing requirements, the Swiss Federal Act on Data Protection (DSG) and the GDPR.

For all the details, please see the Service Description.

Availability, Service Level and Support

Availability and Service Level

Platform Availability: 98% monthly service availability during standard business hours (Monday to Friday, 08:00–17:00 CET, excluding Swiss public holidays) and best-effort availability outside business hours.

Unless expressly agreed otherwise in a signed Contract, no service credits, refunds, penalties or other compensation are granted for unavailability or failure to meet a service level.

Support

1st Level Support available during Business Support Hours (Monday to Friday, 08:00–17:00 CET, excluding Swiss public holidays)

Available in the following languages: German, French, Italian, English.

Available through the following channels: Phone, email and Sunrise AI Support.

Phone: 0800 550020 / 0800 111555

Email: businesssupport@sunrise.net

Sunrise AI Support: <https://support.ai.sunrise.ch/>

Guaranteed First Response Time for 1st Level Support:

- For the Starter subscription: Guaranteed First Response within 48 hours.
- For the Team and Professional subscription: Guaranteed First Response within 24 hours.
- Response times are counted from receipt of the request; requests received outside support hours are deemed received at the start of the next support day.
- The First Response solely includes the Sunrise acknowledgement of receipt of a support ticket during the applicable support hours. Such acknowledgement is administrative in nature only and may not include any assessment, investigation, diagnosis, workaround, proposed solution, commitment, status update or other substantive response regarding the reported issue. Response times do not constitute resolution or restoration times. No resolution or restoration time is guaranteed.
- No fixed resolution times apply and no resolution or restoration time is guaranteed.

For effective service delivery, the Customer nominates a single point of contact (person or team) to open incidents and requests and to act as the main interface with Sunrise.

2nd and 3rd Level Support may be performed by/through a Technology Partner, at the sole discretion of Sunrise.

Scheduled Maintenance: will be announced in advance where reasonably practicable.

Emergency maintenance may be performed without prior notice where necessary for security, stability, legal or operational reasons.

Incident and Change Notification: Customers are informed about incidents and about changes to the service through the status page and by email.

Availability and response commitments do not apply to scheduled or emergency maintenance, beta or preview features, Customer systems, Customer-controlled networks or integrations, unsupported configurations, misuse, acts or omissions of the Customer or its users, third-party systems outside Sunrise's control, security measures, legal or regulatory measures, or events outside Sunrise's reasonable control.

Service Boundaries
(Out of Scope) and
Product Limitations

The following scenarios fall outside the scope of the standard Sunrise Business AI Assistant subscription and may require separate assessment:

- Fine-tuning or training of custom AI models
- Custom integrations beyond the standard supported connectors
- Data migration from other AI platforms or tools
- End-user training and change management programmes
- On-premises deployment or private cloud hosting
- Custom data retention or deletion policies requiring legal assessment

AI-generated outputs are probabilistic and may be incomplete, inaccurate, outdated, biased, misleading or otherwise unsuitable for the Customer's intended purpose. Outputs do not constitute legal, financial, medical, regulatory or other professional advice. The Customer must independently review and validate all outputs before use and remains solely responsible for all decisions, actions, omissions and communications based on such outputs. Sunrise does not warrant that outputs are unique, protectable or free from third-party rights. Information obtained through web searches, external sources or connected systems may be incomplete, outdated or inaccurate and must be independently verified by the Customer. Sunrise does not verify or assume responsibility for the accuracy, completeness or availability of such information.

The availability of any specific models, AI agents, feature or functionality is not guaranteed. Sunrise may, at its sole discretion and at any time, modify, replace, restrict, remove, update or discontinue any AI model, AI agent, feature or functionality, connector, integration, tool or any third-party technology without giving prior notice and without liability.

Prices

Onboarding

No onboarding fee.

General

All prices are in CHF and exclusive of taxes, duties and fees. Billed per user.

Offers are determined by the number of users: Starter (1 to 9 users), Team (10 to 49 users) and Professional (50 to 100 users). The offer defines the features included.

Option A – no commitment, monthly billing: Starter CHF 14.90 / Team CHF 12.90 / Professional CHF 10.90 per user per month.

Option B – 12-month commitment, yearly billing: Starter CHF 11.90 / Team CHF 10.90 / Professional CHF 9.90 per user per month.

Option C – 12-month commitment, yearly billing, available exclusively to Sunrise Business customers with any active Sunrise Business service²: Starter CHF 9.90 / Team CHF 8.90 / Professional CHF 7.90 per user per month.

The billing option defines the commitment and the billing cycle. It does not change the features included in the offer.

Included with every offer: conversational assistant with Easy and Expert Mode, Swiss and leading open-source and open-weight AI models, Knowledge Pools and Database Pools, 5 GB of storage per user, the Agent Marketplace and custom agents, all built-in tools, Microsoft 365 and Atlassian connectors, web application and PWA, SSO via Microsoft Entra ID, Swiss hosting, central administration and standard support.

Team adds: agent sharing across the organisation, a dedicated isolated environment and priority support during business hours.

Professional adds: additional connectors on request, guided onboarding and an agent building workshop, a light AI Success Manager service and early access to new features.

Environment: with the Starter offer, the organisation runs on the shared Sunrise Business AI Assistant platform, with tenant separation enforced down to the hardware layer. The Team and Professional offers additionally include a dedicated isolated environment whose resources are reserved exclusively for the customer.

Number of users: a subscription covers from 1 to 100 users. Users can be added at any time. For more than 100 users, a custom configuration and custom pricing apply; please contact your Sunrise sales representative.

Usage credits allowance: each subscription includes a generous monthly usage credits allowance. Current usage is visible at any time as a simple percentage bar in the application and in the administration console. Usage credits are determined by user tier volume and remain consistent across all pricing plans, with each user receiving a monthly credit allocation equal to the Loyalty Price value of their respective tier:

- Standard tier (1-9 users) per month: 9.90 credits per user, which cumulates up to 89.1 credits
 - Plus tier (10-49 users) per month: 8.90 credits per user, which cumulates up to 436.1 credits
 - Pro tier (50-100 users) per month: 7.90 credits per user, which cumulates up to 790 credits
- For customers who have 100+ users, a respective higher pooled credit is assigned.

Usage credits are pooled at the company level, and administrators are responsible for setting individual usage limits per user.

Additional usage: if additional capacity is needed, the account administrator can subscribe to additional usage credits in one of three fixed monthly packages (custom amounts are not available):

- CHF 20 per month: CHF 20 in usage credits
- CHF 90 per month: CHF 100 in usage credits (save 10%)
- CHF 160 per month: CHF 200 in usage credits (save 20%)

Additional usage credits are a monthly subscription: unless terminated by the end of the current billing month, the usage credits package automatically renews for each subsequent billing month and the corresponding number of usage credits is allocated again at the beginning of each renewed billing month. Credits are available for the current billing period only, are non-transferable and expire at the end of each billing period. They are consumed once the monthly allowance included in the subscription has been used up. Credits are deducted according to the input and output token pricing of the model used, per million tokens. The usage credit package can be terminated through the same channels as the main subscription.

Additional storage: every subscription includes 5 GB per user. If more capacity is needed, the account administrator can subscribe to additional storage with every offer. Additional storage is added to the organisation's total capacity and can be allocated by the administrator across users. It is offered in three fixed monthly packages (custom amounts are not available):

- 100 GB: CHF 3.00 per month
- 150 GB: CHF 4.50 per month
- 250 GB: CHF 7.50 per month

Additional storage is a monthly subscription: unless terminated by the end of the current billing month, the additional storage package automatically renews for each subsequent billing month. It can be terminated through the same channels as the main subscription, independently of it, and remains available until the end of the billing period in which the termination takes effect.

Custom
Configuration

For specific or tailored requirements (dedicated instance, additional connectors, extended storage or enterprise-specific compliance needs), a custom setup and pricing can be provided based on the customer's needs.

Product Prerequisites and Customer Obligations

² Eligibility for this pricing option requires at least one active Sunrise Business service at the time of subscription. Subsequent termination of such service does not affect the existing AI Assistant subscription term.

Customer Responsibilities

Access and Environment Readiness

Customer is responsible for providing the necessary access and environment readiness for initial configuration and ongoing operations:

- For Microsoft 365 integration: an active Microsoft 365 subscription with appropriate administrator access
- For Atlassian integration: an active Atlassian Cloud subscription with administrator access (Jira, Confluence)
- Nominate a single point of contact (person or team) for service requests and incident management
- Ensure that uploaded company data complies with internal data governance policies

Company Account

Customer registers a company account in the portal and designates at least one administrator ("Admin"). Admins may create, disable and manage individual user accounts; assign roles and permissions; and provision or revoke API keys. Customer is responsible for all actions taken under its company and user accounts.

User Accounts

Each natural person must have a unique user account. Account sharing is prohibited. Customer must promptly update or revoke access when personnel or roles change and maintain accurate contact and billing details.

Credentials & Security

Customer must keep credentials and API keys confidential, enable multi-factor authentication where available, and rotate keys periodically. Sunrise and/or Technology Partner may suspend or reset compromised credentials to protect the Services and Customer.

Ordering

The Services include (i) SaaS and (iv) professional services. Customer selects products and capacity tiers in the portal or on an Order Form.

Changes to Services

Sunrise and/or Technology Partner may enhance, modify or discontinue features. For a material, adverse change to a paid feature that Customer actively uses, Sunrise and/or Technology Partner will provide reasonable advance notice (except for urgent security, compliance, licensing or legal issues).

Third-Party or Open-Source Models, Plugins and Integrations

The Services may enable access to third-party services or open-source components (including, without limitation, open-source AI models). Customer's use of third-party offerings is governed by their terms, licences and acceptable-use policies. Sunrise and/or Technology Partner is not responsible for third-party services, their availability or security. Should a Customer use third-party/open-source models, any resulting liability or regulatory breach is the Customer's responsibility, unless expressly assumed by Sunrise and/or Technology Partner in writing.

Beta/Preview Features

Preview/alpha/beta features are provided "as is", may contain defects, may be subject to additional terms, may be rate-limited and may be withdrawn at any time.

Required Conduct

Customer will: (a) use the Services only in accordance with this Contract and applicable law; (b) maintain and promptly update registration, billing and notification information; (c) implement reasonable client-side security controls appropriate to the sensitivity of Customer Content; and (d) promptly notify Sunrise and/or Technology Partner of any suspected unauthorised access or security incidents.

The Services are intended for use as general purpose assistive AI tools, and not high-risk use. The Parties acknowledge and agree that, for the purposes of the EU AI Act ("AI Act") and other similar applicable laws, the AI Services are not high-risk AI systems and Sunrise and/or Technology Partner is not a high-risk AI system provider, or an AI model provider, or general-purpose AI provider, as defined under the AI Act. The Services integrate third parties' models.

Customer, as a deployer and/or a provider of AI systems as applicable under the AI Act or other similar applicable laws, shall comply with its obligations as such thereunder.

Prohibited Conduct

Customer shall not (and shall not permit others to): (i) probe, scan or test the vulnerability of the Services or any network without prior written consent; (ii) breach or circumvent security or authentication; (iii) introduce malware, viruses, worms, Trojan horses, backdoors, time bombs or other harmful code; (iv) violate law or third-party rights (including IP, privacy, export or sanctions laws); (v) share accounts, resell or sublicense outside the subscription's scope; (vi) copy, modify, translate, reverse engineer, or create derivative or competitive works of the Services except to the limited extent such restriction is prohibited by law; (vii) use the Services to build or train a competing model/platform; (viii) conduct or permit denial-of-service or stress testing without written consent; (ix) use the Services to generate illegal content, including CSAM or content infringing rights, or to unlawfully monitor or profile individuals; or (x) circumvent usage limits or rate limits.

Additional Prohibited Conduct

Customer shall not use or permit the use (including putting into service or placing on the market) of the Services for any prohibited uses of AI under Article 5 of the AI Act or other similar applicable laws, including without limitation to: (i) deploy subliminal, manipulative or deceptive techniques to materially distort the behaviour of a person or group in a manner that causes or is likely to cause harm; (ii) exploit vulnerabilities of a person or group due to their age, disability, or specific social or economic situation, in a manner that causes or is likely to cause harm; (iii) generate or manipulate realistic images, videos, audio or similar material of an identifiable natural person's intimate parts, or of an identifiable natural person engaged in sexually explicit activities; (iv) generate or manipulate child pornography material or performances within the meaning of Article 2, points (c) and (e), of Directive 2011/93/EU, or other similar applicable laws; (v) evaluate or classify persons or groups based on their behaviour or characteristics, where any resultant social or other scoring leads to detrimental or unfavourable treatment; (vi) make risk assessments to assess or predict the risk of a person committing a criminal offence, based solely on the profiling of a person or an assessment of their personality traits and characteristics; (vii) create or expand facial recognition databases through untargeted scraping of facial images from the Internet or CCTV footage; (viii) infer emotions of a person in the areas of workplace and education institutions; (ix) use biometric categorisation systems to deduce or infer a person's race, political opinions, trade union membership, religious or philosophical beliefs, sex life or sexual orientation; or (x) conduct remote 'real-time' biometric identification in publicly accessible spaces for the purpose of law enforcement.

Prohibited High-Risk Uses

Customer shall not use or permit the use (including putting into service or placing on the market) of the Services in a manner qualifying them as, or changing them to, high-risk under Article 6 and Annexes I and III of the AI Act, or other similar applicable laws. Without limitation, Customer shall not use the AI Services: (i) as a product, or a safety component of a product, listed in Annex I of the AI Act; (ii) for biometrics, including remote biometric identification systems, biometric categorisation, or emotion recognition; (iii) as a safety component in the management and operation of critical infrastructure, road traffic, or in the supply of water, gas, heating, electricity; (iv) to determine access or admission to education or vocational training institutions, or assess the level of education or training accessible, by persons, to evaluate their learning outcomes, or to monitor or detect their behaviour during tests; (v) for employment, worker management, and access to self-employment: including for recruitment, evaluation, and selection of candidates, targeted job advertisements, and analysing and filtering job applications; to make decisions affecting workers including relating to their promotion or termination; to allocate tasks based on a person's behaviours, traits or characteristics; or to monitor or evaluate performance or behaviour of workers; (vi) for access to and enjoyment of essential private services and public services and benefits: including evaluating creditworthiness, credit scoring, emergency services dispatch, pricing for life or health insurance, or determining eligibility for public assistance benefits; (vii) in law enforcement, migration, asylum, and border control management: including for crime or offence risk assessments, detection, investigation, profiling and prosecution, polygraphs, evaluating evidence, assessing security, irregular migration, or health risks, or for assessing applications or identifying individuals; or (viii) in the administration of justice and democratic

processes, such as for researching or applying facts and law in judicial decision-making, or for influencing elections or referenda.

Material Breach; Unauthorised Use

Any above-mentioned prohibited or high-risk use by Customer of the AI Services constitutes a material breach of these ToS. Should Customer, by its actions, modifications or use, become a provider of the AI Services (including any new high-risk version of the AI Services) pursuant to the AI Act (including by operation of Article 25(1) of the AI Act) or other similar applicable laws, Sunrise shall not be responsible for Customer's use or provision of such services, and have no obligation to provide additional cooperation or information for Customer's new high-risk AI Service, including as described in Article 25(2) of the AI Act.

AI Model Licences & Third-Party Terms

Certain hosted or integrated models are subject to third-party licences (including open-source or foundation-model terms). Customer must comply with those licences. In the event of conflict between a model's licence and this Contract, the model licence controls that model.

AI Services Output Disclaimer

AI Services outputs are probabilistic and may be inaccurate or inappropriate. Customer is responsible for human review and validation before relying on outputs. The customer remains solely responsible for the legality, accuracy and appropriateness of uploaded data and of any use made of AI-generated outputs.

Training

Unless expressly agreed in writing (e.g., in a DPA SubAnnex), Sunrise and/or Technology Partner does not use Customer Content to train models.

Export/Import

In general, the General Terms and Conditions for Business Customers apply. Additionally, the Customer will comply with applicable export control, import and sanctions laws and will not use the Services in prohibited jurisdictions or for prohibited end-uses.

Government Use

Government customers may be subject to additional procurement rules. The Services are commercial computer software and documentation developed entirely at private expense. Any use is subject to this Contract.

Supported Platforms	Browsers Google Chrome, Microsoft Edge and Firefox (optimised experience). Progressive Web App (PWA) Installable via supported browsers for an app-like experience on desktop and mobile. Integrations • Microsoft 365 (Outlook, Calendar, OneDrive, Excel, OneNote, To Do, Planner, Contacts, Teams, SharePoint) • Atlassian (Jira, Confluence) • Additional connectors available on request with the Professional offer, subject to assessment and custom pricing
Connectivity	A stable Internet connection is required for accessing the Sunrise Business AI Assistant platform and for data synchronisation with integrated services. Network connectivity remains the responsibility of the Customer.

	General
Entry into Contract and Activation	The contract is concluded upon signature of the order form by both parties. The service is activated once the administrator account has been provisioned and the activation email has been issued.
Minimum Term, Renewal, Termination and Suspension	Option A: No minimum commitment. Option B: 12-month commitment. Option C: 12-month commitment. Option A: the contract is automatically renewed for a further month and can be terminated before the end of a calendar month. Options B and C: the contract is automatically renewed for a further term of 12 months unless terminated with a notice period of 3 months prior to the end of the current term. Note: The 12-month commitment period starts on the service activation date (order date). Additional usage credits and storage are add-on subscriptions that renew automatically each month. They can be terminated through the same channels as the main subscription, as described below, independently of it. Credits already allocated for the current billing period remain available until the end of that period. Terminations can be submitted by phone or via Sunrise Chat. From Switzerland: 0800 100 600 (free of charge) From abroad: +41 58 777 01 01 Sunrise Chat: available at sunrise.ch/cancellation The General Terms and Conditions for Business Customers of Sunrise apply. In addition, the following applies: Suspension Sunrise and/or Technology Partner may suspend or throttle the Services (in whole or in part) immediately if: (a) Customer is in material breach (including non-payment), (b) suspension is needed to address a security, legal or third-party licensing risk, or (c) Customer's use poses a risk to the Services of others. Termination for Security Risk or Fraud Where Sunrise and/or Technology Partner suspends an account, Sunrise and/or Technology Partner will investigate without undue delay. If the investigation substantiates the suspected security risk or fraud, Sunrise may terminate the account and this Contract immediately without a cure period and may delete the associated Customer Account and Content without the retention or period described therein except that Sunrise will retain data as required by applicable law. Effect of Termination. Upon termination or expiration, Customer's right to use the Services ceases. Upon request within thirty (30) days, Sunrise will make available a snapshot or export of Customer Content currently in the Services (if any) and will delete it as per the DPA and standard retention schedules. Sunrise is entitled to retain necessary records for compliance, audit or mandatory legal retention even after termination.
Billing	Option A: Monthly billing. Option B: Yearly billing. Option C: Yearly billing. Users can be added at any time. Charges for additional users apply from the date of activation.

Price Changes	Sunrise can adjust prices by giving two (2) months' prior notice to the Customer and such price change shall become effective automatically upon expiry of the notice period if the price change is not more than 5% of the currently applicable list price of the Product (the "Band"). If the price change exceeds this Band, the applicable provisions of the General Terms and Conditions for Business Customers apply.
Contractual Parties and Technology Partner	Sunrise is the Customer's sole contractual partner. However, Sunrise may deliver Products and Services through one or more technology partners ("Technology Partners") acting as auxiliaries. Technology Partners do not, as a rule, become parties to this Contract with the Customer. Sunrise may appoint, replace or remove Technology Partners, model providers, hosting providers, subcontractors and other auxiliaries at its discretion. The Customer has no right to require the continued involvement of a particular Technology Partner or supplier. A change of Technology Partner does not affect the Customer's payment obligations or constitute a change of contracting party. All pre-existing or newly created intellectual property rights (copyrights, patent rights, trademark rights, etc.) relating to Sunrise's Products and Services shall remain exclusively with Sunrise and/or the Technology Partner. Sunrise is also entitled, at its own discretion and in its own decision, to replace Technology Partners during the term of this Contract and to have the Products and Services provided by itself or by another Technology Partner.
Contract Structure and Appendices	This fact sheet together with a signed order form from the Customer (Signed Order Form or Individual Contract) and together with the following appendices and applicable provisions form the "Contract" with the Customer. The appendices in their current version form an integral part of the Contract (available at https://sunrise.ch/business/en/ai-solutions-for-business/ai-assistant) and shall be applied in the agreed order in the event of any contradictions. A management summary is not part of the Contract. Sunrise may update the Contract or the appendices from time to time. For material changes, Sunrise will provide reasonable advance notice through the portal or email. If Customer objects to a material change, Customer may terminate the affected subscription before the effective date; continued use after the effective date constitutes acceptance. By signing the Contract, the Customer accepts both the Contract and all appendices and applicable provisions and confirms to have read and understood them. Appendices and applicable terms: • Order Form or Individual Contract for Sunrise Business AI Assistant • Sunrise Business AI Assistant Fact Sheet • Sunrise Business AI Assistant Service Description • General Terms and Conditions for Business Customers of Sunrise LLC (see sunrise.ch/business/en/legal)

Data Protection & Sovereignty, User Content	All data processed by Sunrise Business AI Assistant is stored and processed exclusively in Switzerland by a Swiss company. The service is not subject to the US Cloud Act. Customer data – including uploaded documents, chat history and workspace content – is never used for AI model training. Certifications and Standards of the Service ✓ ISO 27001 ✓ ISAE 3402 Type II ✓ Structured to meet FINMA Circular 2018/3 outsourcing requirements Data Protection Measures Encryption: in transit (TLS 1.3) and at rest (AES-256). Data Retention: data is retained for the duration of the active service. Custom Retention Policies: available for organisations with more than 100 users, as part of a custom configuration. Post-Termination: all customer data is deleted within 30 days of the end of the contract. Sub-Processor: Phoenixiqs (Phoenix Technologies AG), sole sub-processor and service operator. Model Training: customer data is never used for AI model training. Processing of Customer Content Sunrise/Technology Partner processes Customer Content only to provide, secure and support the Services. Operational telemetry is minimised and retained as per the DPA. Customer remains responsible for the lawfulness of Customer Content. Sunrise/Technology Partner is not responsible for the lawfulness of Customer Content; liability remains exclusively with Customer where prohibited or harmful content is provided. Representations & Warranties Customer represents that it has all rights necessary to provide Customer Content and that such content and use will not infringe or violate any law or third-party rights. In addition, Customer is responsible for ensuring that data uploaded to the platform complies with applicable data protection laws and internal governance policies.
Intellectual Property	Definitions “Customer Content” means inputs/prompts, datasets, configurations, and outputs or results returned by the Services. “Sunrise/Technology Partner Materials” means the Services, software, documentation, APIs, user interfaces, models we host, and all related designs and know-how. Ownership Customer retains all rights to Customer Content. Sunrise/Technology Partner and its licensors retain all rights to Sunrise/Technology Partner Materials. No rights are granted by implication. Licence to Services Subject to this Contract and timely payment, Sunrise/Technology Partner grants Customer a limited, non-exclusive, non-transferable, non-sublicensable licence to access and use the Services during the subscription term. Restrictions Except to the extent prohibited by law, Customer will not copy, modify, translate, reverse engineer, disassemble, decompile or create derivative or competitive works of Sunrise/Technology Partner Materials; remove or obscure proprietary notices; or use the Services to build competing models or services unless expressly authorised in an Order Form. Feedback Sunrise and/or Technology Partner may use and incorporate feedback without restriction or obligation to Customer.

Warranties and Liabilities	In general, the General Terms and Conditions for Business Customers apply. Additionally, the following applies: Disclaimer of Warranties EXCEPT AS EXPRESSLY STATED IN A SIGNED ORDER OR SLA, THE SERVICES, APIS, DOCUMENTATION AND DELIVERABLES ARE PROVIDED "AS IS" AND "AS AVAILABLE", WITHOUT WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, AND ANY WARRANTY ARISING FROM COURSE OF DEALING OR USAGE OF TRADE. Exclusion of Liability TO THE MAXIMUM EXTENT PERMITTED BY LAW, NEITHER SUNRISE NOR ITS LICENSORS WILL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA OR GOODWILL, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Limitation of Liability THE AGGREGATE LIABILITY OF SUNRISE ARISING OUT OF OR RELATED TO THE SERVICES WILL NOT EXCEED THE AMOUNTS PAID OR PAYABLE BY CUSTOMER FOR THE SERVICES GIVING RISE TO THE CLAIM IN THE TWELVE (12) MONTHS PRECEDING THE EVENT FIRST GIVING RISE TO LIABILITY. THE FOREGOING LIMITATIONS APPLY TO ALL LIABILITY THEORIES.
Indemnification	Customer Indemnity Customer will defend, indemnify and hold harmless Sunrise, its affiliates, and their officers, directors, employees and agents against any third-party claim, demand, loss or damage (including reasonable legal fees) arising from (a) Customer Content; (b) Customer's or its users' breach of these ToS or applicable law; or (c) combinations of the Services with materials not provided by Sunrise. Procedure The General Terms and Conditions for Business Customers apply. In addition, Sunrise will provide prompt notice of the claim and reasonable cooperation at Customer's expense. Customer may not settle any claim without the prior written consent of Sunrise if the settlement admits liability or imposes obligations on Sunrise.
Website	https://www.sunrise.ch/business/en/ai-solutions-for-business/ai-assistant
Last updated	08.2026