

OVERVIEW OF SERVICE FEES (B2B)

Applicable in accordance with Clause 6 and Clause 8 of the General Terms and Conditions for Business Customers of Sunrise GmbH.

1. Reminder Fees

Fees	Amount (CHF)	Explanation
Friendly Payment Reminder	0.–	Free of charge, sent by e-mail.
Payment Reminder I	40.–	Charged if the customer does not settle the outstanding amount following the first free payment reminder.
Payment Reminder II	40.–	Administrative fee for sending the second formal payment reminder if payment remains outstanding.
Payment Reminder III	40.–	Administrative fee for sending the third formal payment reminder if payment remains outstanding.
Reactivation Fee	90.–	Fee for processing the reactivation following receipt of payment after a service suspension.

2. Additional Services

Applicable to additional services outside an existing service agreement with Sunrise GmbH. The agreement for an additional service is generally concluded verbally with Sunrise.

Relocation of Site

Fees	Amount (CHF)	Explanation
Relocation of connection / telephone system / mobile subscriptions to a new address, incl. partial relocations — per order, regardless of the number of connections affected	99.– one-off	Any on-site technician visit is not included and will be charged separately at CHF 299.–. This flat fee covers up to 60 minutes on site at the customer's premises. Should the on-site visit take longer than 60 minutes, the additional time will be charged at CHF 39.– per commenced 15-minute period. If the relocation involves more than one company site or more than 10 connections, Sunrise will provide an individual quote.

SIM Cards & Mobile Subscriptions

Fees	Amount (CHF)	Explanation
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Replacement/reissue of a SIM card (physical or eSIM), additional SIM card, or SIM swap between devices	29.– one-off	Applies uniformly to all of the above scenarios.
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Configuration Support (Telephony & Network)

Fees	Amount (CHF)	Explanation
Setting up call forwarding / hunt group	39.–	The price includes advice, configuration, and a final functional test of the service described, provided that the necessary prerequisites (e.g. existing connections, compatible end devices) are made available by the customer. If additional fault diagnosis is required because the configuration cannot be carried out as described due to a fault or faulty/incompatible customer equipment, the additional effort will be charged in accordance with the “Fault Resolution” section.
Pairing of a DECT base station	69.–	
SIP trunk configuration	69.–	
Initial setup of Business Router (BRP)	69.–	
Adjustment of the telephone system's dial plan	69.–	
Configuration of eFON functions	69.–	
Setup of Microsoft Teams Direct Routing	99.–	
Configuration support for nFON telephone systems	149.–	

Fault Resolution Outside Sunrise's Area of Responsibility

If it emerges that the cause of a reported fault lies within the customer's area of responsibility (e.g. the customer's own devices, own network, or software not provided by Sunrise), or if the configuration required goes beyond the usual scope (see “Configuration Support”), the resolution will be charged based on actual time and effort:

Fees	Amount (CHF)	Explanation
Processing based on actual time and effort, charged per commenced 15-minute period	39.– per 15 min.	Equivalent to CHF 156.–/hour.
Flat fee for an on-site technician visit of up to 60 minutes	299.–	Thereafter CHF 39.– per commenced 15-minute period.

The flat fee of CHF 299.– covers up to 60 minutes on site at the customer's premises. Should the on-site visit take longer than 60 minutes, the additional time will be charged at CHF 39.– per commenced 15-minute period.

Invoice Upload to Customer Portals

Fees	Amount (CHF)	Explanation
Manual invoice upload to Ariba, Coupa or Tungsten/Basware	29.– / invoice	Per manually uploaded invoice, billed in the following month.

All prices exclude VAT. The version of this overview in effect at the time the agreement is concluded shall apply. Sunrise may amend this overview from time to time. In all other respects, the General Terms and Conditions for Business Customers of Sunrise GmbH shall apply.