

Onboarding and Installation Option for SME SecureConnect

SME SecureConnect offers flexible onboarding and installation options for Internet and voice connectivity, ranging from customer self-installation to fully managed on-site set-up by a certified Sunrise partner.

	Overview			
	Self-Installation	Business Installation	Business Installation Premium	Business Site Check
Scope	Customer installs the pre-configured devices	On-site installation of connectivity and voice in a single visit	On-site installation of connectivity and voice, including optional elements	On-site feasibility check prior to installation
On-site visit	Not required	Required	Required	Required
Phone device coverage	–	Up to 12 phone devices	Up to 100 phone devices	–
Optional elements	–	–	Fixed IP, mobile backup, Wi-Fi range extension, TV connection	–
Costs	Free of charge	According to offer	According to offer	According to offer

	Detailed Service Overview: Self-Installation
Service features	The pre-configured devices are installed by the customer, using the instructions provided with the hardware. • Pre-configured hardware, shipped to the customer's address • Step-by-step self-installation guide
Not included	On-site technician visit and/or remote configuration support, Business Site Check.
Recommended for	Customers with a straightforward setup (connectivity, optionally basic voice) who are comfortable installing the device without on-site support.
How to order	Selected during the ordering process as the installation option, where technically feasible for the address and access type. If self-installation proves unsuitable, a switch to Business Installation, Business Installation Premium or Business Site Check remains possible.
Costs	No installation fee (self-installation; shipping only).

Detailed Service Overview: Business Installation

Service features	A single combined technician visit covers both the Internet (connectivity) and phone system (voice) set-up, for offices with up to 12 phone devices. • Connecting and configuring the router for Internet access • Installing and configuring up to 12 phone devices (hardware handsets or the phone app on mobile/desktop) • Testing calls, transfers and voicemail • A short walkthrough of basic usage
Not included	Business Site Check, advanced phone system configuration, Fixed IP, mobile backup, Wi-Fi extenders, TV connection, and devices/licences beyond 12 units (quoted and invoiced separately, based on the actual effort involved).
Recommended for	Small offices with up to 12 phone devices.
How to order	Selected during the ordering process as the installation option; Sales or Onboarding may recommend this option based on the customer's needs.
Costs	According to offer. Devices beyond 12 units are quoted and invoiced separately, based on the actual effort involved.

Detailed Service Overview: Business Installation Premium

Service features	Everything included in Business Installation, extended for larger device counts and more complex phone system set-ups. • Everything included in Business Installation • Configuration of additional phone devices, up to 100 in total • Optional elements where ordered: Fixed IP configuration, mobile backup configuration, Wi-Fi range extension, TV connection • Advanced phone system configuration on request: call routing, ring groups, queues, optional licences
Not included	Business Site Check; devices/licences beyond 100 units (quoted and invoiced separately, based on the actual effort involved); standalone Voice/PBX add-ons unrelated to an SME SecureConnect installation.
Recommended for	Growing teams or offices with up to 100 phone devices, more complex voice requirements, or additional options.
How to order	Selected during ordering process as the installation option; Sales or Onboarding may recommend this option based on the customer's needs.
Costs	According to offer, including device configuration for up to 100 phone devices at no separate per-device charge. Devices beyond 100 units are quoted and invoiced separately, based on the actual effort involved.

Detailed Service Overview: Business Site Check

Service features	A technician visits the premises to check feasibility for both Internet and phone delivery, in a single visit, prior to installation or provider cancellation. • Appointment scheduling • On-site feasibility analysis for access and voice delivery • A written summary of the findings, together with a recommendation • Travel and up to 90 minutes on-site
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Not included	Any remediation or installation work identified as necessary is quoted and booked separately as Self-Installation, Business Installation or Business Installation Premium, once the findings are known. Site suitability is not guaranteed.
Recommended for	Situations where site suitability is genuinely unclear – e.g. an unusual building setup, uncertain access technology, or complex in-house cabling – so this can be resolved before installation and before cancelling any previous provider.
How to order	Selected during ordering process or arranged by Onboarding as an additional step where genuinely necessary before installation.
Costs	According to offer. Always chargeable when booked.

Customer responsibilities

On-site appointments	For any option that includes an installation on-site visit (Business Installation or Business Installation Premium), the following must be ensured ahead of the appointment: • Availability at the agreed appointment time to grant the technician access to the premises • A working 230V power outlet at the intended installation location • Completion of any required in-house cabling in advance (electrician costs for in-house cabling are not included in these packages) • Accurate and complete information about the site and requirements
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Miscellaneous

Installation	Installation of devices, testing and service commissioning are carried out by Sunrise or by a certified Sunrise installation partner. Services are handed over in operational condition and confirmed by way of documented sign-off.
Rescheduling and access	Additional charges may apply if the customer is unavailable, access to the premises is not possible, or an agreed appointment needs to be rescheduled at short notice.
Customer-provided equipment	Sunrise is not responsible for defects, incompatibilities or performance issues relating to customer-provided equipment, software or network infrastructure.
Helpdesk	Technical support is available on 0800 111 777.

General

Contractual documents	• Individual contract • SME SecureConnect Service Description • General Terms and Conditions for Business Customers of Sunrise LLC
Version	23.09.2026