

Sunrise Up Home L

The Internet service for advanced multi-device use, and our Sunrise Up TV for relaxing TV evenings.

Costs	
Basic monthly fee (without discount)	According to published price lists
Landline connection fee	Included – Please refer to the separate factsheet for details on the included Up Phone M landline product.
Activation fee	See Service fees Support (sunrise.ch) There is no activation fee if a Sunrise landline connection has already been set up.
Wi-Fi modem precondition	Included (on loan) Type: modem may vary depending on the access type
precondition	The requirement for the service is a Sunrise Internet subscription.
Discounts and Benefits	<p>Sunrise Up Benefit:</p> <p>You will receive a CHF 10 discount on the monthly basic fee for your Up Internet and the respective mobile subscription in combination with the following mobile subscriptions:</p> <ul style="list-style-type: none"> • Sunrise Freedom • Sunrise Freedom Young • Sunrise We • Sunrise We Young • Sunrise Up • Sunrise Fresh <p>Smart Wi-Fi Start is included free of charge. Benefit from reliable and coverage high-speed Wi-Fi to every corner of your home.</p> <p>General provisions on benefits:</p> <ul style="list-style-type: none"> - To benefit from discounts and benefits, Internet and mobile subscriptions must be billed on the same bill. - For subscriptions with offer-related benefits (e.g. subscriptions with reduced basic fee, subscriptions with free benefits or subscriptions with free or discounted hardware), the Sunrise Up Benefit will be suspended during the promotional period. In the case of promotions with a reduced basic fee, this applies for the duration of the price reduction, and in the case of promotions with free or price-reduced hardware, for the specified minimum contract duration of the subscriptions entitled to the discount. For Sunrise Up Internet products, the suspension of the discount applies to the basic charges of all subscriptions (Internet, fixed network, TV).

Internet services	Internet services with Fiber connection	Internet services with HFC connection
Network	Fiber	HFC Hybrid Fiber Coaxial
Daten volume	Unlimited	Unlimited
Download speed	Up to 1 Gbit/s	Up to 1 Gbit/s
Upload speed	Up to 1 Gbit/s	Up to 100 Mbit/s
IP address	Wired access: public dynamic or private dynamic IP Mobile access: only private dynamic IP	Wired access: public dynamic or private dynamic IP Mobile access: only private dynamic IP
Individual speed	The transmission speeds listed represent optimum performance and are not guaranteed. Actual Internet speed depends on individual factors that are under the control of 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.	

TV features	
Live TV	280+ TV channels. Find the current TV channel list at https://www.sunrise.ch/en/residential/zuhause/tv/dynamic-channel-list.html
Radio channels	Find the current list of radio channels at https://www.sunrise.ch/en/residential/zuhause/tv/dynamic-channel-list.html
Replay	7 days replay on all channels in the basic line up with trickplay and replay ads
Cloud recordings	Up to 2,000 hours of recordings , incl. parallel recordings, series recordings and recordings from Replay
Live Pause	Yes
Personal Profiles	Up to six individual profiles with their own recordings, channel lists and customized recommendations
Favorites list	Yes - configure your personal channel order.
Voice Control	Yes - use your voice to find your favorite program.
Recommendations	Yes - sorted according to your preferences, with your personal profile.
Program guide	Yes
Video on Demand	Yes
Apps	The exclusive oneplus free Sunrise Edition with the special Sunrise Benefits is included in the subscription. Watch TV series and previews for free before anyone else - only with Sunrise. <ul style="list-style-type: none"> • Complete season of an original series free of charge • An exclusive movie of the month every month • Preview of the first episode of exclusive Swiss TV shows • Preview the first episode of original series The most popular streaming and sports apps such as Netflix, blue TV, Sky, Amazon Prime, YouTube and many more are conveniently pre-installed on the TV Box.
Sunrise TV app	Multiscreen feature Watch TV easily and intuitively, with one user interface and the same handling as on the Sunrise TV Box on up to five additional devices simultaneously and with a

	<p>maximum of three parallel streams (smartphone and tablet, iOS/Android, Apple TV, Android TV, Fire TV) via WiFi at home or on the move via the mobile network.</p>
	<p>Push-to-TV feature With the push-to-TV feature, your mobile phone or tablet can be used as a remote control and shows from the program guide on your mobile device can be transferred directly to your TV.</p>
	<p>Watching abroad in Europe Replay and recordings can also be watched abroad (Europe). Due to compliance with broadcast and viewing rights, only the more than 280 channels from the Sunrise TV basic offer can be used abroad with the Sunrise TV app. Please be aware that video streaming causes high data consumption, which can lead to high roaming costs.</p>
	<p>Supported Devices:</p> <ul style="list-style-type: none"> • Apple TV: from tvOS 13.0 • Android TV: from Android TV Version 5.0 • Fire TV: Fire tvOS 5.0 or newer • iPhone (iOS) / iPad (iPadOS): from Version 12.1 • Android Telefon/Tablet: ab Android – 6.0 • WEB: MS Edge 95+ / Safari 14+ / Google Chrome 95+ / Mozilla Firefox 93+ <p>The Sunrise TV app can be downloaded free of charge from the relevant app store.</p>

Contract Duration	
Minimum duration	12 months
Cancellation	The subscription may be canceled with a notice period of 60 days to the end of the minimum duration. Once the minimum duration has ended, the subscription can be canceled at any time with a notice period of 60 days to the end of any month.
How to cancel	<p>Cancellation of the subscription must be made by phone. See details on https://www.sunrise.ch/business/en/legal/cancellation. Cancellations by postal letter or e-mail are not valid.</p> <p>Cancellation by phone: Monday to Friday 08.00 - 19.00. From within Switzerland: 0800 144 244 (free of charge) From abroad: +41 (0)800 144 244</p>
Early cancellation	If the contract is terminated before the minimum duration is reached, the recurring basic monthly fee of the remaining period for the TV subscription must be paid in full. If the minimum duration of any options (e.g., blue TV, Canal+) has not yet been reached, the basic monthly fees for the remaining period of the option must be paid in full.
Subscription migration	When switching from an older TV product to a new TV product, the minimum contract period starts over again.
Billing	The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until the option is canceled. For a cancellation effective during an ongoing billing month, the basic fee will be charged on a pro rata basis.
Usage for commercial purposes	The commercial broadcasting of television and radio programs using Sunrise TV, e.g., in public spaces, restaurants, hotels, businesses, shop windows, etc., requires a license from a Swiss copyright fee collection agency, depending on how the programs are used. The customer is solely responsible for registering and obtaining the appropriate rights from the fee collection agency. Due to licensing restrictions, the commercial use of Replay TV, recordings and the Live Pause feature is prohibited.

Miscellaneous	
Fixed phone	The Internet subscription is a requirement for the purchase of fixed network telephony services from Sunrise. Conditions can be found in the respective factsheets for Up Phone M or Up Phone L.
Fiber	For all information on the fiber access and its availability, see https://www.sunrise.ch/en/internet-tv/at-home/technology/fiber-optics
Sunrise Up TV M	Sunrise Up Home is also available without a TV box with the Sunrise Up TV M subscription. For all details, please refer to the separate factsheet on Sunrise Up TV M.
Sunrise Mobile Broadband	If the network bandwidth via the fixed network is insufficient, Sunrise can provide the customer with the service via the mobile network as an alternative (Sunrise Mobile Broadband, Fixed Wireless Access). The hardware required for this is intended for stationary use and may not be used at a location other than the ordered installation address.er Up Phone L.
Smart Wi-Fi	<p>The smart solution for reliable and full-coverage high-speed Wi-Fi in every corner of your home: With our Connect Pods, you can easily expand, strengthen, and optimize your Wi-Fi.</p> <p>Smart Wi-Fi Start The smart starter package for best Wi-Fi coverage with one Connect Pod.</p> <p>Smart Wi-Fi Extend The ultimate addition to Smart Wi-Fi Start with additional Connect Pods for larger households with several rooms and multiple connected devices. Expandable up to 4 additional Connect Pods.</p>
Home installation	<p>Home installation CHF 199.- fixed price</p> <p>Included: Drive to and from the customer by the installer, analysis of the existing home installation, basic connection to the home network access box (UPK); if necessary, installation of the router (connection to power and phone socket, start-up of the router, configuration of the connection for a computer (via Ethernet, Wi-Fi or a connection kit), connection of a maximum of 2 phone/fax devices, functional check of fixed network, Internet and Sunrise TV, short introduction to Sunrise TV</p> <p>Not included in the scope of services: Installation and wiring of any kind, installation and mounting of TV screens and home cinema, hardware accessories (such as Ethernet cables and Powerline Connection Kit).</p>
Service fees	According to Preisliste Servicegebühren
Technical support	Free technical support at any time on our website: https://www.sunrise.ch/business/en/contact-us or on 0800 111 777 (Mon - Fri 8.00 - 22.00, Sat - Sun 10.00 - 19.00)
Components of the contract	Contract for Internet, landline and TV services
	Special provisions for Internet, landline and TV
	Special provisions for the Sunrise TV app
	General Terms and Conditions
	Customer contract
Version	18.09.2023