

Sunrise SME Future Ready

SME Future Ready provides small and medium-sized enterprises with a powerful and reliable internet connection featuring integrated, advanced security capabilities.

The offering is complemented by optional services for telephony, TV and campus connectivity – all from a single source, flexible, modularly expandable and combinable with additional ICT solutions.

| | Overview | |
|---------------|--|--|
| | Package M | Package L |
| Internet | <ul style="list-style-type: none"> Up to 1 Gbit/s symmetrical One static public IP address included | <ul style="list-style-type: none"> Up to 10 Gbit/s symmetrical One static public IP address included |
| Mobile Backup | Reliable failover via the Sunrise 5G mobile network, implemented using a mobile gateway with integrated antennas and SIM card. | |
| Security | <ul style="list-style-type: none"> Stateful Firewall Advanced Malware Protection (AMP) Intrusion Detection and Prevention System (IDS/IPS) | |
| Options | <ul style="list-style-type: none"> Additional static public IP addresses Business Voice Business TV Campus connectivity solutions Additional ICT solutions available on request (SD-WAN, Cloud Services, Mobile Private Network (MPN), Internet of Things (IoT), Managed Workplace) | |
| Costs | The package price for Packages M and L includes Internet, Mobile Backup and Security as standard service features. Additional options are available at extra cost according to the offer. | |

| | Detailed Service Overview: Internet | |
|-------------------------------|---|-------------------------------|
| | Package M | Package L |
| Supported Access Technologies | HFC and BBCS (VDSL, BBCS-F (BX), BBCS-XGS-PON) | BBCS-XGS-PON |
| Data Volume | Unlimited | |
| Download Speed* | <ul style="list-style-type: none"> HFC: up to 1 Gbit/s BBCS-VDSL: up to 500 Mbit/s BBCS-F (BX): up to 1 Gbit/s BBCS-XGS-PON: up to 1 Gbit/s | BBCS-XGS-PON: up to 10 Gbit/s |
| Upload Speed* | <ul style="list-style-type: none"> HFC: up to 100 Mbit/s BBCS-VDSL: up to 100 Mbit/s BBCS-F (BX): up to 1 Gbit/s BBCS-XGS-PON: up to 1 Gbit/s | BBCS-XGS-PON: up to 10 Gbit/s |
| * (Individual Speed) | The stated transmission speeds represent maximum values and cannot be guaranteed. Actual internet speeds depend on various factors, including end devices, connection type, building infrastructure, line quality and simultaneous use of multiple devices. | |
| IP Address | Each package includes one static public IP address (PA-IPv4). | |
| Hardware Included | Sunrise Internet Router (provided on a loan basis). | |
| Costs | Package price according to offer. | |

| | Detailed Service Overview: Mobile Backup | |
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| | Package M | Package L |
| Service Features | Automatic failover to the Sunrise 5G mobile network in the event of an outage of the primary internet connection. Mobile Backup is a best-effort service; bandwidth and network availability cannot be guaranteed. Operation is exclusively with a Sunrise SIM card. | |
| Data Volume | Data volume is generally unlimited. After exceeding a fair-use threshold, bandwidth and browsing speed will be reduced. Roaming outside Switzerland is blocked by default. | |
| Support for Static Public IP Addresses | Yes | No |
| Hardware Included | Sunrise Mobile Gateway (provided on a loan basis). | |
| Costs | Package price according to offer. | |

| | Detailed Service Overview: Security | |
|-------------------|---|------------------|
| | Package M | Package L |
| Service Features | <ul style="list-style-type: none"> • Stateful Firewall* • Advanced Malware Protection (AMP) • Intrusion Detection and Prevention System (IDS/IPS) <p>* The Stateful Firewall is delivered with a standard rule set predefined by Sunrise Business. Customer-specific rule adjustments are available on request and at additional cost.</p> | |
| Hardware Included | A Next-Generation Firewall (NGFW) is provided by Sunrise Business on a loan basis. | |
| Costs | Package price according to offer. | |

Additional Options for Packages M and L

| | Option: Additional Static Public IP Addresses (PA-IPv4) |
|------------------|--|
| Service Features | <ul style="list-style-type: none"> • 5 static public IP addresses (/29) • 13 static public IP addresses (/28) • 29 static public IP addresses (/27) <p>One static public IP address (/30) is already included in Packages M and L.</p> |
| Notes | <ul style="list-style-type: none"> • Three IP addresses per block are reserved for internal use. • Upon termination of SME Future Ready, all assigned static public IP addresses must be returned to Sunrise and may no longer be used after contract termination. |
| Costs | According to offer. |

| | Option: Business Voice Direct (SBV) - Sunrise SIP Trunk Service |
|--------------------------|--|
| Service Features | Direct connection of IP-PBX systems or CPEs to the Sunrise SIP server via the internet. |
| Number of Voice Channels | 1 to 120 |
| Flat-Rate Options | <ul style="list-style-type: none"> • Flat Swiss • Flat Europe • Flat World <p>Parallel mixing of different flat rates across voice channels is not permitted. Calls to special service numbers (e.g. 084x, 090x, 18xx) and premium services are excluded.</p> |
| Phone Numbers | <ul style="list-style-type: none"> • Single number • DDI 10-range, DDI 100-range, DDI 1000-range |
| Costs | According to offer. |

| | Option: Business NFON |
|------------------|---|
| Service Features | Cloud-based telephony service providing a virtual private branch exchange (PBX). The service includes connection to the public switched telephone network (PSTN), provisioning of phone numbers and tariffs, and integration into the customer's existing network infrastructure. The separate service description for Business NFON applies. |
| Costs | According to offer. |

| | Option: Business TV Public / Business TV Hospitality |
|------------------|--|
| Service Features | <p>Business TV Public: Service details are available in the separate factsheet. https://a.storyblok.com/f/105451/x/089d981ee8/240828_factsheet-business-tv-public_en.pdf</p> <p>Business TV Hospitality: Service details are available in the separate factsheet. https://a.storyblok.com/f/105451/x/0932e91414/240828_factsheet-business-tv-hospitality_en.pdf</p> |
| Costs | According to offer. |

| | Option: Campus Connectivity Solutions |
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| Service Features | Campus connectivity solutions include LAN infrastructures (switches), WLAN solutions (access points) and video surveillance systems (cameras). Provisioning is available on request. A separate service description applies. |
| Costs | According to offer. |

| | Option: Additional ICT Solutions |
|------------------|---|
| Service Features | Additional ICT solutions such as SD-WAN, Managed Workplace, Cloud Services, Mobile Private Network (MPN) and Internet of Things (IoT) are available on request. The respective separate service descriptions apply. |
| Costs | According to offer. |

| | Service Level Agreement (SLA) |
|-----------------------|---|
| Helpdesk | 24 × 7 (incident intake) |
| Incident Resolution | no later than the end of the following business day |
| Service Availability | Best-effort |
| Support Time | Extended 6 × 16 (Monday to Saturday, 06:00–22:00) |
| Scope of SLA Services | The SLA applies to Packages M and L as well as to the options Business Voice Direct, Business TV Public, Business TV Hospitality and campus connectivity solutions. Different SLA provisions may apply to Business NFON and additional ICT solutions. |

| | Contract Term, Termination and Billing |
|-------------------------------|---|
| Minimum Contract Term | 36 months, unless otherwise agreed. |
| Contract Term and Termination | <p>The contract begins upon conclusion, even if service activation occurs at a later date. The minimum contract term starts on the activation date.</p> <p>Contracts with a minimum term may be terminated for the first time at the end of the minimum term with a notice period of three (3) months.</p> <p>If no termination is given, the contract is automatically extended by one year and may be terminated thereafter with three (3) months' notice to the end of each contract year.</p> |
| Form of Termination | Termination must be submitted in writing and must include the relevant contract details. |
| Early Termination | <p>If a minimum contract term has been agreed, termination is only possible upon its expiry.</p> <p>Termination before the end of the minimum term or outside the ordinary termination period is subject to charges, regardless of the reason.</p> |
| Package Change | Switching between Package M and Package L is not permitted during the minimum contract term. |
| Billing | <p>Billing of the basic fee begins after service activation.</p> <p>The basic fee is charged automatically on a monthly basis until cancellation.</p> <p>If termination occurs during an ongoing billing month, the basic fee will be charged pro rata.</p> |

| | Miscellaneous |
|-----------------------|--|
| Installation | <p>Installation of devices, testing and service commissioning are carried out by a certified Sunrise partner.</p> <p>Services are handed over to the customer in operational condition and confirmed by an acceptance protocol.</p> <p>Installation costs are specified in the respective offer.</p> <p>Business TV Hospitality can be installed either by the customer (or their installation partner) or optionally by a Sunrise Professional Services team, according to the offer.</p> |
| Helpdesk | 24 x 7 via 0800 550 020 |
| Contractual Documents | <ul style="list-style-type: none"> • Individual contract • General Terms and Conditions for Business Customers of Sunrise GmbH (available at https://www.sunrise.ch/business/en/legal) |
| Status | 15 April 2026 |