

Sunrise Up Internet

The flexible landline network Internet portfolio with no additional landline connection fee, modularly combinable with landline phone and TV.

Sunrise Up Internet M

The basic Internet product for smaller households using the Internet occasionally

	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	CHF 89.– There is no activation fee if a Sunrise landline connection has already been set up.
Wi-Fi modem	Included (on loan) Type: modem may vary depending on the access type
Discounts and Benefits	<p>Sunrise Up Benefit:</p> <ul style="list-style-type: none"> In combination with any Sunrise Up, Sunrise Fresh, Sunrise We, Sunrise We Young, Sunrise Freedom, Sunrise Freedom Young and any previous Sunrise mobile plan (if eligible), you receive a CHF 10.– discount each on your basic monthly fee of the Up Internet and the respective Mobile subscription. In combination with Sunrise Up TV L, XL subscription you will receive a CHF 10.- discount on this internet product. <p>More Benefits:</p> <ul style="list-style-type: none"> In combination with a Sunrise Up Mobile M, L, XL and Sunrise Fresh Mobile M, L, XL mobile subscription, you receive in addition following benefits: <ul style="list-style-type: none"> Smart WiFi Benefit: Sunrise Smart WiFi start (1 additional Pod) free of charge. Smart Wifi Benefit is not available for customers with Sunrise mobile broadband/ Fixed Wireless Access and Fritzbox Wi-Fi modem TV XL Benefit: Premium TV Upgrade for free Max Speed Mobile Benefit: always best available speed up to 2 Gbit/s without throttling <p>General discount conditions:</p> <ul style="list-style-type: none"> Sunrise Up Benefit: In order to profit from the Sunrise Up Discount and Sunrise UP Benefit, the internet and mobile subscriptions must be invoiced on the same bill. For subscriptions with offer-related benefits (e.g., subscriptions with a reduced basic fee, subscriptions with free services, or subscriptions with free or reduced hardware), the Sunrise Up Discount will be paused during the promotion period. Sunrise UP Benefits (Smart WiFi Benefit, Max Speed Mobile Benefit & TV XL Benefit) will also be given during a promotional period given For promotions with a reduced basic fee, this applies for the period of the price reduction; for promotions with free or reduced hardware, this applies for the set minimum contract duration of the subscription that is eligible for a discount. For Sunrise Up Internet products, the suspension of the discount applies to the basic fees of all subscriptions (Internet, landline network, TV)

	Internet services with Fiber connection
Network	Fiber
Data volume	Unlimited
Download speed	Up to 200 Mbit/s
Upload speed	Up to 200 Mbit/s
IP address	Usually dynamic for private customers.
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.

	Internet services with HFC connection
Network	HFC Hybrid Fiber Coaxial
Data volume	Unlimited
Download speed	Up to 200 Mbit/s
Upload speed	Up to 25 Mbit/s
IP address	Usually dynamic for private customers.
Individual speed	The transmission speeds listed represent optimum performance and are not guaranteed. Actual Internet speed depends on individual factors that are influenced by 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.

General information

	Contract duration
Minimum duration	12 months
Cancellation	The subscription may be canceled with a notice period of 60 days at the end of the minimum contract duration. Once the minimum duration has ended, the subscription can be canceled at any time with a notice period of 60 days at the end of any month.
Cancellation contact	<p>The subscription must be canceled either by phone or through Sunrise Chat. More details are available at sunrise.ch/cancellation. Cancellations submitted via letter or e-mail are not valid. Written cancellations will still be accepted for cancellations with phone number porting, as long as this cancellation is submitted electronically by the provider on behalf of the customer over the course of the porting process.</p> <p>Cancellation by phone</p> <ul style="list-style-type: none"> - From within Switzerland: 0800 100 600 (for free) - From abroad: +41 (0)800 100 600 - Monday to Friday, 8 a.m. to 7 p.m. <p>Cancellation via Sunrise Chat</p> <ul style="list-style-type: none"> - The link to the chat is available at sunrise.ch/cancellation - Monday to Friday, 8 a.m. to 7 p.m.
Early cancellation	If the contract is terminated before reaching the minimum contract duration, the recurring monthly basic fees for the remaining period must be paid in full.
Switching subscriptions	You can always switch between the Sunrise Up Internet subscriptions. For promotions, special conditions may apply.
Billing	The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until the option is canceled. With activations or cancellations during a current billing month, the basic fee will be charged on a pro-rated basis.
	Miscellaneous
Landline phone	An Internet subscription is required in order to take advantage of Sunrise landline calling services. Please refer to the factsheets for Up Phone M or Up Phone L for the terms and conditions.
Fiber optics	For information on the fiber optic connection and its availability, see sunrise.ch/fiber
Sunrise mobile broadband	If the network bandwidth over the landline network is insufficient, Sunrise may provide this service to customers over the mobile network instead (Sunrise mobile broadband, fixed wireless access). The hardware required to do so is intended for use at a single site and must not be used at a location other than the installation address on the order.

	Miscellaneous
Home installation	<p>CHF 199.– fixed price</p> <p>Included: installer's travel times to and from customer, analysis of existing home installation, basic connection to network home junction box (UPK); if necessary, router installation (connection to power and phone outlets, router commissioning, connection configuration for one computer (via Ethernet, Wi-Fi, or a connection kit), connection of a maximum of two phone/fax devices, landline, Internet and Sunrise TV operational check, short introduction to Sunrise TV</p> <p>Not included in the scope of services: Installation and laying of wiring of any kind, installation and assembly of TV screens and home cinemas, hardware accessories (such as ethernet cable and powerline connection kit)</p>
Service fees	See price list service fees
Support	<p>Free technical phone support at 0800 707 707 (Mon. – Sat., 8:00 a.m. – 10:00 p.m., Sun. 9:00 a.m. – 10:00 p.m.)</p>
Components of the contract	<ul style="list-style-type: none"> • Sunrise General Terms and Conditions • Sunrise Special provisions for Internet, landline and TV • Sunrise mail Terms of Use • Customer Contract • Special promotional terms and conditions (if applicable)
Version	15.04.2022