Sunrise free

The favourable prepaid rate with cost control:

- Cost airbag: never pay for more than 3 minutes per call.
- Easy-to-add options for calls, SMS and data

Prepaid rate

	General
Basic monthly fee	None
Minimum duration	None

	Mobile Internet in Switzerland
Mobile Internet	CHF 1.00 per day of use. Will only be billed if actually used. A day of use begins at the time of initial use and ends at midnight of the same day.
Data volume	Unlimited
Data speed	256 kbit/s (Download) 128 kbit/s (Upload)
Information about data speed	The transmission speeds listed represent optimal performance and are not guaranteed. Actual Internet speed depends on factors such as topography, network coverage, distance to the transmission tower, signal strength inside/outside buildings, or other factors and may be slower than the specified maximum Internet speed. Excessive use of mobile network services can impair network performance which has a direct effect on other mobile network customer's user experience. In order to prevent this situation, Sunrise will temporarily deprioritize data traffic of customers who reach a certain limit value. This generally only becomes noticeable when carrying out more data-intensive activities and only on antenna cells that are temporarily overloaded. More information you will find on our website.

	Calling in Switzerland
Calls to all Swiss landline and mobile networks	CHF 0.30/min. with cost airbag: Pay no more than CHF 0.90 per call The cost airbag refers to calls to all Swiss landlines and mobile networks lasting up to a maximum of 120 minutes per call. At that time, the call will be disconnected. The cost airbag does not include calls to special and value-added service numbers (such as 18xx, 084x, 090x).
Cost for SMS/MMS to all Swiss networks	CHF 0.20 per SMS/MMS
Incoming calls	Free

	Calling in Switzerland
Special and short numbers (08xx, 090x)	Calls to special and short numbers are charged at special rates. See the price list for special and short numbers.
To block value-added service numbers	Chargeable value-added numbers (090x numbers) can be blocked on request.
Call forwarding	To the Sunrise mailbox free of charge. Otherwise you will be charged the connection fee that would have been incurred if you had called the number the call is forwarded to from your phone yourself.
Listening to voice messages	Free
Storing Voice messages	15 days
Calling billing increments	By the minute. Every partially used minute will be charged as a full minute.
Connection setup fee	None

	Calling to foreign countries (international)
International calls	Costs for international calls are country-specific. See prices for international calling
SMS/MMS to foreign countries	CHF 0.22 per SMS CHF 1.00 per MMS
Calling billing increments	By the minute. Every partially used minute will be charged as a full minute.
Connection setup fee	None
Special and short numbers	Connections to special numbers, short numbers, and value-added services abroad are excluded from the standard rate and included calling time credit. Connections of this nature may be charged at a higher rate. See international VAS number price list. Note: Calls from Switzerland to certain value-added services or special numbers abroad can be blocked.
Toll-free numbers	Calls to foreign toll-free numbers are charged at the standard rates for calls to foreign countries. A fee may be charged for foreign toll-free numbers, even if these numbers are marked as being provided free of charge.
Calls to participants through a satellite connection	Calls made from Switzerland to participants with a mobile phone number who are on a cruise ship, for example, where the call is connected through satellite, are charged the normal Swiss domestic rate. The participant receiving the call will be responsible for paying the satellite roaming rate for the incoming call.
Calls to participants with a satellite number	Calls made from Switzerland to a satellite number (e.g. with area code 0087, 0088) are charged at higher per-minute rates of up to about CHF 16.00 depending on the satellite network used.
Call forwarding abroad	Calls forwarded to a foreign phone number will be charged at the standard rate for phone calls made to foreign numbers.

	Calls and mobile Internet abroad (roaming)
Prepaid direct roaming	Prepaid direct roaming (calling without callback) makes it possible to establish a direct connection while in a foreign country where Sunrise has a partner facilitating this service. Standard roaming rates apply. In the few countries where Sunrise prepaid direct roaming is not available, calls can be made as follows: *111* + country code + phone number + # and then the call button (e.g. telephone receiver).
Roaming standard rates	The prices depend on the country in which you are traveling (Region 1-3). If the subscription concerned does not have credit or the credit has been used up, the following services will be charged at the standard roaming rate: - Outgoing calls - Incoming calls - SMS/MMS - Mobile Internet and data usage See roaming price list.
Calling billing increments	Accurate to the second, with rounding to the nearest 10 centimes per call Exception: Outgoing calls will incur costs equivalent to at least a 30 second call, even if they are shorter.
Connection setup fee	None
Special and short numbers	Calls abroad made to special numbers, short numbers, or premium rate services typical for the respective country may be charged at a higher rate. Such calls are not included in the available discretionary calling time credit.
Toll-free numbers	Calls made from a foreign country to a "toll-free number" in the same foreign country or in another country are charged at a higher rate, just as special numbers are, and are not included in the available discretionary calling time credit.
Satellite roaming	Roaming over satellite connections, such as on airplanes and cruise ships, is charged at higher rates. Only satellite connections via Call/SMS/MMS are possible. Data roaming is blocked.
Call forwarding	When a call is forwarded from abroad (e.g. to a landline connection in Switzerland), both the incoming call and the forwarded outgoing call are charged at the standard roaming rate.
Forwarding to the Sunrise mailbox	If a message is received in your mailbox during a stay abroad, the costs of the incoming call to the mobile hardware and the costs for forwarding from the mobile hardware back to the mailbox in Switzerland are charged at the standard roaming rate. Deactivate mailbox: #145# Activate mailbox: *145#
Listening to voice messages	Calls made to the Sunrise mailbox from abroad in order to listen to voice messages are charged at the standard roaming rate.
Data billing increments	Accurate to the kilobyte, with rounding to the nearest 10 centimes per session.
Cost control for data connections	Every time you go abroad, you will automatically receive an SMS informing you of the applicable roaming rate.

	Calls and mobile Internet abroad (roaming)
Prepaid direct roaming	Prepaid direct roaming (calling without callback) makes it possible to establish a direct connection while in a foreign country where Sunrise has a partner facilitating this service. Standard roaming rates apply. In the few countries where Sunrise prepaid direct roaming is not available, calls can be made as follows: *111* + country code + phone number + # and then the call button (e.g. telephone receiver).

	Use
Registration and activation	You must register in person at a Sunrise shop and have a valid passport or ID card with you. The SIM is not activated until the purchaser is lawfully registered. We reserve the right to decline the sale or registration of several SIM to the same person.
Where/how to reload	In Switzerland: With a credit card, at Post Offices, at Post ATM machines, through Postfinance accounts, at SBB ATM machines, via Sunrise billing, at any Sunrise center and at many retail locations (such as Migros, Coop, Denner, Interdiscount, Fust, gas station shops, newsstands and specialized retailers) Abroad: With your credit card via sunrise.ch/refill, with a recharge code or via Sunrise billing.
Checking your balance	Key combination *121# In certain situations, there might be a time lag between the time the volume is used and the time the charge is applied.
Time-delayed billing	In certain situations, there might be a delay with billing for the connection costs (such as with roaming). This may lead to a negative balance that is usually owed.
Cancellation due to non-use	If a prepaid mobile connection is not used for 12 months, Sunrise reserves the right to suspend the mobile connection with no advance notice. If the customer does not request reactivation of the connection within the next six months, Sunrise reserves the right to cancel the contract and reclaim the phone number so it can be reissued.
Account balance	The disbursement of prepaid balances is generally not possible. This also applies to balance transfers to another prepaid product. Disbursements due to the deactivation of a connection are the exception. There is no right of disbursement regarding initial balances, refill activities, and bonus balances. The processing fee is CHF 30.00 per phone number, which will be deducted directly from the prepaid balance to be disbursed. Prepaid SIM status <u>Active</u> Last chargeable use within the last 547 days (18 months) So that the Sunrise prepaid number always remains active, it must be used. Make a call, send an SMS, browse using mobile Internet, or add credit. <u>Deactivation</u> Last chargeable use more than 548 days (18 months) Sunrise has the right to cancel the prepaid contract. The phone number in question is returned to Sunrise without compensation and is reassigned.

	Use
Transferring a SIM to another person is prohibited	If a prepaid SIM is transferred to another person, we will continue to notify the responsible authorities, upon their inquiry, of the name and address of the initial purchaser. If a criminal act is committed using a transferred prepaid SIM, the initial purchaser can potentially be prosecuted for complicity, aiding and abetting or obstruction of justice.

	Miscellaneous
Prepaid Rate Plan Change	You can switch to a current Sunrise Prepaid rate plan any time. The phone number remains unchanged "AIRBAG" for Sunrise Prepaid airbag "UNLIMITED" for Sunrise Prepaid Unlimited "YOUNGWA" for Sunrise Prepaid Young (for people under 30) Sample SMS: Text "UNLIMITED" to the short number 5522 (no charge). You can also conveniently change the rate in My Sunrise. Info: After that, you won't be able to switch back to your old rate. However, you can switch between Prepaid airbag and Prepaid Unlimited any time.
Included volume	Parts of your included data and calling quota that go unused for a certain billing period will expire and will not be carried forward to subsequent billing periods.
Wi-Fi Calling	When there is weak reception in your home, Wi-Fi Calling improves reception for mobile calllling. Billing is analogous to national calls (see above). More information: sunrise.ch/wificalling.
Service fees	See service fee price list
Replacement SIM	A replacement SIM can be ordered for free in My Sunrise. For us to send you the new SIM, you must top up your prepaid balance with a minimum of CHF 20.00 during the next 48 hours, regardless of your current calling time credit.
Sunrise network coverage	See network coverage map.
Available options	Travel data — Surf with full cost control. Prepaid budget options — calls, SMS, included data SURF options — data package with 4G+ high speed FLAT options — flat rate for calls, SMS and data International option — discounted calls to other countries
Set-up/Personalization	At sunrise.ch/help you can find useful information and other options for your product, like how to set up your product, call forwarding, number suppression, and tips for the security of your product.
Support	Free technical phone support at 0800 707 707
Contract components	- Contract for mobile phone services - Provisions for proper use of mobile Internet - Special provisions for mobile phone services - General Terms and Conditions All documents are available at www.sunrise.ch/gtc
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