Surf protect options (mobile & home)

Protection against threats and malware when surfing on the Sunrise mobile and landline network.

Option for mobile and Internet subscriptions

	General	
Option	**Surf protect**	**Surf protect home**
Scope of protection	Protection for **surfing on the mobile network.** The product does not work if your mobile device is connected to the Internet via a WLAN link. By checking if any websites accessed from a mobile device pose a threat, the option prevents the transfer of malware to the mobile device via the Sunrise mobile network and the mobile networks of Sunrise roaming partners in other countries.	Protection for **surfing on the landline network and over WLAN.** The option protects all devices connected to the Internet with your Sunrise Internetbox. By checking if any of the websites accessed from a device that is connected to the landline network pose a threat, the option prevents the transfer of malware.
Protected devices	Smartphones, tablets, laptops (with SIM card)	PCs, laptops, smartphones, tablets
Price per month (without discounts)	CHF 2.90	CHF 5.00
Duration	1 month	1 month

	Performance
Functionality	When an Internet website that poses a threat is accessed, the page is first blocked. A warning will notify you about the threat. It is still possible to ignore the warning, and you can instead choose to go ahead and access the website.
Undetectable Threats	The option does not provide protection from threats that are introduced on a device through means other than accessed websites (for example, through e-mail attachments, data chips, connection with a PC, etc.), or that are already installed on a device. For this, a traditional anti-virus program is needed. Surf protect does not work if you have changed your default DNS settings.
Disclaimer of warranty	Sunrise does not guarantee the option will protect against all possible threats, that it will be completely error-free or free from interruptions or other malfunctions, or that the option will meet your specific needs.

	Use
Available for	All current and older Sunrise mobile and subscriptions and prepaid, and all current Internet subscriptions, including Sunrise Young.
iCloud Private Relay	None of the Surf Protect options work when iCloud Private Relay is enabled on Apple Devices.
To sign up	• Sign up online at sunrise.ch/mysunrise • At any Sunrise Shop • By contacting our call center: 0800 707 505 • Surf protect also available via SMS by texting SURFPROTECT to 5522
Activation	The option is activated immediately after purchase
Duration	1 month (calendar month)
Renewal	At the end of each month, the option is automatically renewed at midnight (CET).
Cancellation	However, it can be cancelled at any time. If a customer cancels the option, the protection is turned off immediately. Sunrise does not provide any pro-rated refunds. The option is automatically cancelled if the subscription the option is based on is cancelled.
Cancellation	• Sign up online at sunrise.ch/mysunrise • At any Sunrise Shop • By contacting our call center: 0800 707 505 • Surf protect also available via SMS by texting SURFPROTECT STOP to 5522
Billing	The fee for the option is billed upon activation. The option fee is automatically billed on a monthly basis until the option is cancelled. If you cancel during a billing period, the basic charge for the entire month will apply.

	Miscellaneous
Support	Free technical phone support at 0800 707 707
Components of the contract	• Contract for mobile phone services • Special provisions for mobile telephony services • General Terms and Conditions
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