

Mobile start light

The flexible mobile subscription with no minimum duration is subject to limitations:

- Unlimited calls to Sunrise mobile network
- Unlimited calls to 3 numbers of your choice in every Swiss network
- Unlimited SMS/MMS in Switzerland
- Unlimited surfing in Switzerland
- 1.5 GB per month with 5G speeds up to 50 Mbit/s (where available)

Mobile subscription

	Costs
Basic monthly fee	According to published price lists
Limitations	<p>The following limitations apply to this Mobile start light subscription:</p> <ul style="list-style-type: none"> - No device plan available - No roaming (except for emergency calls abroad) - No calls or SMS/MMS from Switzerland to a foreign number - No Premium Services (Premium SMS, calls to 090x numbers) - No Sunrise Pay (paying for purchases on the Sunrise bill) - Limited number of options available (see list at the end of the document)
Discounts	<p>Sunrise We Benefit</p> <ul style="list-style-type: none"> - When combining a Mobile start subscription with a Sunrise We Home Internet, Landline and TV subscription, there is an additional discount of CHF 10.– on the basic fee of Sunrise We Home S/M/L/XL+. Refer to the Sunrise We Home factsheets for more information. <p>General discount conditions:</p> <ul style="list-style-type: none"> - All products 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 We Benefit will be paused during the promotion period. 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 We Home products, the suspension of the discount applies to the basic fees of all subscriptions (Internet, landline network, TV).
Activation fee (including SIM card):	CHF 55.–
Option activated by default	<ul style="list-style-type: none"> - Sunrise speed option: Continue surfing with 50 Mbit/s once the included data volume has been used up. CHF 1.50/day until the end of the billing month. Option can be permanently deactivated. See information below on the Sunrise speed option.

Mobile Internet in Switzerland	
Data volume	Unlimited
5G speed Data speed	1.5 GB/month included Once the included 5G speed volume has been used up, the speed will be reduced (256 kbit/s download and 128 kbit/s upload), if the Sunrise speed option is not activated.
Maximum speed	5G network (high speed) 50 Mbit/s (download) and 25 Mbit/s (upload)
Sunrise speed option	<p>This option is activated by default. After using up the 5G speed volume included in the respective Sunrise We Mobile rate, one can automatically keep surfing at 5G speeds (up to 50 Mbit/s) for just CHF 1.20 per day. One day is counted starting from the time of first use until midnight of the same day.</p> <p>This option can be permanently deactivated at any time, in which case the customer will be able to keep on surfing free of charge and without limitation, but at a reduced speed (256 kbit/s download and 128 kbit/s upload). The reduced speed allows for the use of basic Internet features such as e-mail, messaging and surfing. When streaming audio or video, longer buffering than usual may occur. Websites containing large files may also take longer to load.</p>
Data billing increments	In 20 KB increments. Every partially used unit will be billed as a full unit.
Note	<p>The transfer speeds represent the best possible performance and cannot be 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.</p> <p>Excessive use of mobile network services can impair network performance, which has a direct effect on other mobile network participant'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. Please visit our website for more information.</p>

Calling in Switzerland	
Calls to Sunrise mobile network	Unlimited Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded.
Calls to other Swiss mobile and landline networks	Unlimited calls to 3 Swiss phone numbers of one's choice. All other calls CHF 0.55/min. Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded. The favorite phone numbers can be changed each month in My Sunrise.
SMS, MMS to all Swiss networks	Unlimited

Calling in Switzerland	
Incoming calls	Free
Special and short numbers	<p>Calls to special and short numbers are charged at special rates. See price list for special and short numbers.</p> <p>084x (0840, 0842, 0844, 0848): Same rate for shared cost numbers, regardless of the location in Switzerland from which the phone call is made, at most 7.5 centimes per minute (plus VAT, maximum cost for a domestic connection to a landline network). Final amount per call is rounded to 10 centimes.</p>
Blocking value-added service numbers	Chargeable value-added numbers (090x numbers) can be blocked on request.
Toll-free numbers	0800: Calls to these numbers are free
Call forwarding	To the Sunrise mailbox free of charge. In other instances, the amount will be charged that would be due if the forwarding number would be called from one's own phone.
Listening to voice messages	Free
Saving voice messages	15 days
Call billing increments	By the minute. Every partially used minute will be charged as a full minute.
Connection setup fee	None

Contract duration	
Activation	The subscription is activated on the day of registration or on the requested date if the number is being ported.
Subscriptions without minimum duration, cancellation	A subscription without a minimum duration may be canceled with a notice period of 60 days to the end of each month.
Subscriptions with minimum duration, cancellation	Certain offers may be linked to a minimum contract duration. The terms of the offer apply. In this case, the mobile phone contract can be canceled with a notice period of 60 days to the end of the minimum contract duration. Once the minimum contract duration has expired, the contract may be canceled with a notice period of 60 days to the end of each month.

Contract duration	
Subscriptions with a device plan	<p>The cancellation of a mobile subscription will take effect once all outstanding installments of the device plan connected with the mobile subscription have been paid or the device plan is canceled together with the mobile subscription.</p> <p>If the customer cancels the mobile subscription and the device plan at the same time, then the mobile subscription and device plan will both end after the 60-day notice period expires. Any outstanding installments on the device plan at this time are due immediately and must be paid off all at once. If several device plans are associated with the mobile subscription, then all the device plans with unpaid installments must be canceled with the mobile subscription.</p> <p>If the customer only cancels the mobile subscription and not all installments of the device plan have been paid by the cancellation date, then the cancellation date of the mobile subscription will be postponed to the end date of the device plan (that is, 24 months after the device was received). If several device plans are associated with the mobile subscription, then the cancellation date of the mobile subscription will be postponed to the end date of the most recent device plan. See www.sunrise.ch/cancellation for details.</p>
Early cancellation, costs	<p>If the subscription is canceled before reaching the minimum contract duration, the customer must pay the recurring monthly basic charges in full up to the end of the minimum contract duration.</p> <p>The amount of the monthly recurring basic fees is determined based on the usual basic fee of the respective subscription plus any promotion surcharges, provided that different conditions do not apply to the offer concerned.</p> <p>When the minimum contract duration has expired and for contracts without a minimum duration, the customer may cancel their contract without observing the regular notice period only if they pay the basic monthly fees up to the end of the regular termination date plus an additional CHF 100.–.</p>
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 the country: 0800 100 600 (toll-free) - From abroad: +41 58 777 01 01 <p>Cancellation via Sunrise Chat</p> <ul style="list-style-type: none"> - The link to the chat is available at sunrise.ch/cancellation
Switching subscriptions	<p>Switching from one Sunrise We subscription to another can generally be done at any time and is always free of charge. Depending on the offer, there may be limits on switching a subscription, or the switch might depend on certain conditions.</p> <p>When switching, the monthly high-speed data volume that has already been used at the previous rate will be counted against the data allowance for the new rate.</p>
Billing	<p>The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until the option is canceled. If a customer signs up for or changes a mobile subscription during a billing month, the basic monthly fee and included services (minutes, SMS, MB, etc.) are billed on a prorated basis.</p>

Miscellaneous	
Included volume	Any part of the included data and calling quota that is not used in a specific billing period will expire and will not be carried forward to a subsequent billing period.
Service fees	See price list service fees .
Replacement SIM	CHF 55.– to replace a SIM or obtain a SIM in a new format.
Bill	Bill by e-mail: free Bill by mail without detailed connection listing: CHF 3.– Bill by mail with detailed connection listing: CHF 4.–
Wi-Fi Calling	When there is weak reception inside your residence, Wi-Fi Calling will improve reception for mobile calling. More information at: sunrise.ch/wificalling .
Sunrise network coverage	See network coverage map .
Available options	<ul style="list-style-type: none"> - call protect - surf protect - Sunrise speed - Kids protect
Set-up/personalization	Find useful information and more options for your product at sunrise.ch/help . This includes information on setting up your product, call transfers, number suppression and tips on the safety of your product.
Support	Free technical phone support at 0800 707 707
Components of the contract	<ul style="list-style-type: none"> - Contract for mobile phone services - Provisions for proper use of mobile Internet - Special provisions for mobile telephony services - General terms and conditions <p>All documents are available at www.sunrise.ch/gtc.</p>
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