

## Business Mobile M Premium

The flexible all-flat mobile subscription for Switzerland:

- Unlimited calls in all networks in Switzerland
- Unlimited SMS in Switzerland
- Unlimited surfing with high speed 4G+ Internet
- Roaming cost protection

### Mobile subscription

	Costs
Basic monthly fee (without discounts)	Depending on the customer
Activation fee incl. SIM	CHF 55.00
Options activated by default	<ul style="list-style-type: none"> <li>• extra SIM Business (included in this mobile subscription: 3) Free additional SIM card with mobile internet for laptops, tablets, etc. The extra SIM Business uses the included services of the underlying mobile subscription.</li> <li>• Business priority voice &amp; data Prioritization of the user's voice calls and data traffic in Switzerland</li> <li>• Travel day pass data option CHF 1.90 – 100 MB for 24 hours. Roaming in Region 1 countries (Europe, USA, and Canada). Only with actual use. Option can be deactivated. More information under Roaming.</li> </ul>
	Mobile Internet in Switzerland
Data volume	Unlimited
High speed Data speed	Unlimited
Maximum speed	5G network up to 2 Gbit/s (download) and 300 Mbit/s (upload)
Data billing increments	In 20 KB increments. Every partially used unit will be billed as a full unit.
Note	The listed transmission speeds represent optimal performance and are not guaranteed. Actual Internet speeds depend on factors such as topography, network coverage, distance to the transmission tower, signal strength inside/outside buildings and other factors, and may be slower than the specified maximum Internet speed. Local and temporary priority and speed reduction measures in the context of network management may occur.

	Calling in Switzerland
Calls to Sunrise mobile phones	Unlimited Calls to special numbers (e.g. 084x, 090x, and 18xx), short numbers, and value-added services are excluded.
Calls to other Swiss mobile networks	Unlimited except calls to special numbers (084x, 090x, 18xx, etc.), short numbers and value-added services.
Calls to all Swiss landlines	Unlimited except calls to special numbers (084x, 090x, 18xx, etc.), short numbers and value-added services.
SMS, MMS to all Swiss networks	Unlimited
Incoming calls	Free
Special and short numbers	<p>Calls to special and short numbers are charged at special rates. See <a href="http://www.sunrise.ch/specialnumbers">www.sunrise.ch/specialnumbers</a>.</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 cents per minute (plus VAT, maximum cost for a domestic connection to a landline network). The final cost per call is rounded up to the nearest multiple of 10 cents.</p>
Blocking of VAS numbers	Chargeable value-added numbers (090x or 0906 numbers) can be blocked on request.
VAS numbers	<ul style="list-style-type: none"> <li>• 0800: Calls to these numbers are free</li> <li>• 084x (0840, 0842, 0844, 0848): shared cost numbers: Standard rate, regardless of the location in Switzerland from which the phone call is made, at most 7.5 cents per minute (plus VAT, maximum cost for a domestic connection to a landline network).</li> </ul>
Call forwarding	To the Sunrise Mailbox free of charge. Otherwise you will be charged the connection fee that would be due if you called the forwarding number from your own phone.
Listening to voice messages	Free
Storage 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

Calling to foreign countries (international)	
International calls	The price depends on the country called. If the subscription does not have credit or the credit has been used up, calls to foreign countries will be charged at the standard rate:
Standard rates	See <a href="http://www.sunrise.ch/business/internationalrates">www.sunrise.ch/business/internationalrates</a> .
SMS/MMS to foreign countries	CHF 0.25 per SMS CHF 1.00 per MMS
Call 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 not included in the standard rate and calling time credit. These connections may be charged at a higher rate.  Depending on the country and provider, calls made to special and short numbers while traveling abroad can incur high costs. See <a href="http://www.sunrise.ch/vaspricelist">www.sunrise.ch/vaspricelist</a> .
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 when these numbers are marked as free of charge.
Calls to subscribers through a satellite connection	Calls from Switzerland to subscribers with a mobile phone number who, for example, are on a cruise ship where the call is connected by satellite, are charged at the normal Swiss domestic rate. The subscriber receiving the call will pay the satellite roaming rate for the incoming call (see <a href="http://www.sunrise.ch/roamingpricelist">www.sunrise.ch/roamingpricelist</a> ).
Calls to subscribers with a satellite number	Calls from Switzerland to subscribers with a mobile phone number who, for example, are on a cruise ship where the call is connected by satellite, are charged at the normal Swiss domestic rate. The subscriber receiving the call will pay the satellite roaming rate for the incoming call (see <a href="http://www.sunrise.ch/roamingpricelist">www.sunrise.ch/roamingpricelist</a> ).
Call forwarding abroad	Calls forwarded to a foreign phone number will be charged at the standard rate for phone calls to foreign numbers.

Calls and mobile Internet abroad (roaming)	
Roaming overview Cost protection	<ul style="list-style-type: none"> <li>• Region 1               <ul style="list-style-type: none"> <li>- The travel day pass data option is installed by default.</li> <li>- Data roaming at the standard rate is deactivated by default.</li> <li>- Call roaming (calling, SMS, MMS) at the standard rate is activated by default.</li> </ul> </li> <li>• Region 2-3               <ul style="list-style-type: none"> <li>- The travel day pass option is not available.</li> <li>- Data roaming at the standard rate is deactivated by default.</li> <li>- Call roaming (calling, SMS, MMS) at the standard rate is deactivated by default.</li> </ul> </li> <li>• All regions               <ul style="list-style-type: none"> <li>- Incoming voice messages to the Sunrise Mailbox are free worldwide.</li> <li>- Attractive roaming data packages.</li> </ul> </li> </ul>
Activation and deactivation of roaming at the standard rate	<p>Data roaming at the standard rate (billing according to MB used) is deactivated abroad by default and can be activated in the Roaming Cockpit.</p> <p>Calling and SMS roaming abroad are activated by default.</p> <p>To activate data roaming at the standard rate in Region 1, the travel day pass option must be deactivated.</p>
Roaming Cockpit	<p>The Roaming Cockpit is available via: <a href="http://cockpit.sunrise.ch">cockpit.sunrise.ch</a> (free access worldwide). The Cockpit offers the following features:</p> <ul style="list-style-type: none"> <li>• Roaming settings               <ul style="list-style-type: none"> <li>- Activate or deactivate the Sunrise mailbox while abroad</li> <li>- Allow calls, SMS and data connections on ships and airplanes or prevent them</li> <li>- Activation and deactivation of roaming at the standard rate</li> <li>- Enabling or disabling receipt of roaming information SMS</li> </ul> </li> <li>• Cost control limit for data roaming</li> <li>• Information about installed data packages</li> <li>• Information about used data credit</li> <li>• Deactivating the travel day pass option</li> <li>• Purchasing attractive roaming options (effective immediately or in advance on a specific activation date)</li> <li>• Roaming standard rates</li> </ul> <p>For business customers, specific settings can be blocked by the company so the user cannot change them in the Roaming Cockpit (cost protection limits, activation/deactivation of standard rate roaming, travel day pass option).</p>

Calls and mobile Internet abroad (roaming)	
Travel day pass data Region 1 (46 countries)	<p>This option is installed with your subscription by default for the purpose of cost protection and will be activated automatically when it is first used abroad in Region 1: 100 MB for CHF 1.90, valid for 24 hours.</p> <p>If you use up the credit within 24 hours, roaming will be blocked. If you start using services again after 24 hours, the option will be reactivated. Multiple packages can be purchased within a 24-hour cycle. When a 24-hour cycle comes to a close, the unused data credit will expire.</p> <p>The remaining duration of use or the remaining data credit can be checked in the Sunrise Cockpit: <a href="http://cockpit.sunrise.ch">cockpit.sunrise.ch</a>.</p> <p>The travel day pass data option for Region 1 can be uninstalled in the Roaming Cockpit. To be able to surf abroad without this option, the data roaming option at the standard rate must be activated in the Roaming Cockpit.</p> <p><b>Note:</b> In Region 1, the travel day pass option (100 MB – CHF 1.90) replaces the more expensive roaming at the standard rate (1 MB – CHF 1.00). Therefore, we do not recommend deactivating the option.</p>
Region 1 country list	See <a href="http://www.sunrise.ch/business/roaming">www.sunrise.ch/business/roaming</a>
Roaming standard rates	<p>Mobile data use abroad is deactivated by default for cost protection purposes. Data use abroad can be activated or deactivated at any time in the Roaming Cockpit. The rates depend on the country where you are located (Regions 1-3). If the subscription does not have any credit or the credit has been used up, the following services will be charged at the standard roaming rate:</p> <ul style="list-style-type: none"> <li>• Outgoing calls</li> <li>• Incoming calls</li> <li>• SMS/MMS</li> <li>• Mobile Internet and data usage</li> </ul> <p>See <a href="https://www.sunrise.ch/business/roamingrates">https://www.sunrise.ch/business/roamingrates</a></p> <p>Roaming data packages are recommended to keep costs down.</p>
Roaming hierarchy – credits and options	<p>If several roaming volume credits or roaming options are available during a stay abroad, they will be used in the following order:</p> <ul style="list-style-type: none"> <li>• Travel data roaming option – if activated.</li> <li>• Travel days roaming options</li> <li>• Roaming credit in the mobile subscription</li> <li>• Travel data roaming option – if installed and not previously activated.</li> <li>• Travel day pass data option – if installed</li> <li>• Roaming at the standard rate, billed according to used MB – if activated.</li> </ul>
Call billing increments	By the minute. Every partially used minute will be charged as a full minute.
Connection setup fee	None

	Calls and mobile Internet abroad (roaming)
Special and short numbers	Calls abroad made to special numbers, short numbers or value added 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 in a foreign country to a toll-free number in the same foreign country or from another country and special numbers are charged at a higher rate 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 (for example, 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	Free  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	Region 1: in 100 KB increments Region 2: in 100 KB increments Region 3: In 20 KB increments Increments are billed per session.
Roaming cost control	Every time you go abroad, you will automatically receive an SMS informing you of the applicable roaming rate. Receipt of roaming info SMS can be enabled or disabled in the Roaming Cockpit or in My Sunrise.  The Sunrise data alert is activated by default with a monthly cost limit of CHF 300. The limit can be changed or deactivated in the Roaming Cockpit or in My Sunrise. When half of the limit is reached, an SMS info is sent for cost control purposes. Once the cost limit is reached, roaming data traffic will be blocked until the end of the month.  Canceling the block on the current month: Send a (free) SMS to 3310 with the text "UNBLOCK"  The Sunrise data alert for the roaming cost limit includes the roaming data costs accrued within one calendar month without the charges for roaming options or roaming data packages.  The roaming cost limit includes the roaming data costs accrued within one calendar month. Under certain conditions and depending on the country where you are surfing the Internet, there may be a time delay between the generated roaming volume and when the alert SMS is sent or data usage is blocked.
	Contract duration
Activation	The subscription is activated on the day you register or on the scheduled date if the number is being ported.

	Contract duration	
Minimum duration	12 or 24 months	
Cancellation	<p>The subscription can be canceled at the end of the minimum duration, with a notice period of 60 days. After expiration of the minimum contract duration, the subscription can be terminated at the end of each month subject to 60 days prior notice.</p> <p>If this contract is canceled before the minimum contract duration is reached or without complying without the notice period, additional charges will be assessed. If the contract is cancelled before the minimum contract duration is reached, then the total recurring monthly basic charges for the remaining contract period will be due immediately. If the contract is canceled after expiration of the minimum contract duration, but without observation of the notice period, an administrative fee of CHF 100.- will be due.</p>	
Switching subscriptions	<p>You can switch between any Business Mobile subscription (Business Mobile M, Business Mobile L, Business Mobile XL, Business Mobile XXL) at any time free of charge as long as you are upgrading (switching to a subscription with a higher basic fee). You can only downgrade (switch to a subscription with a lower basic fee) by paying a migration fee.</p>	
Billing	<p>The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until cancellation. If you register during a billing month, the basic monthly fee will be charged on a prorated basis.</p> <p>In the first bill month, in addition to the basic fee for the current bill month, the basic fee for the second month is charged. The subsequent bills contain the basic fee for the following month (invoicing in advance).</p> <p>Usage of services not included in the basic fee will always be billed retrospectively for the previous month.</p>	
	Miscellaneous	
Replacement SIMs	CHF 55.00 to replace a SIM or to obtain a SIM in a new format.	
Wi-Fi Calling	<p>When there is weak reception in your home, Wi-Fi Calling improves reception for mobile calls. Billing is analogous to national calls (see above).</p> <p>More information: <a href="http://www.sunrise.ch/wificalling">www.sunrise.ch/wificalling</a>.</p>	
Devices	<p>With a "device included" subscription, a mobile phone or tablet can be purchased at a reduced price as low as CHF 1.00. Your customer representative will provide you an overview of available devices and prices.</p>	
Sunrise network coverage	See <a href="http://www.sunrise.ch/networkcoveragemap">www.sunrise.ch/networkcoveragemap</a> .	
Available options	<ul style="list-style-type: none"> <li>Travel days options</li> <li>travel data options</li> <li>Travel voice options</li> <li>my country options</li> <li>extra SIM Business</li> </ul>	<ul style="list-style-type: none"> <li>More affordable calling and surfing abroad</li> <li>Surf abroad (roaming) for less money</li> <li>More affordable calling abroad</li> <li>Unlimited calling in the country of your choice</li> <li>Surf with a second device</li> </ul>
Set-up/Personalization	<p>At <a href="http://www.sunrise.ch/helpsectionbusiness">www.sunrise.ch/helpsectionbusiness</a> 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.</p>	



	Miscellaneous
Support	<ul style="list-style-type: none"><li>• General questions: Please contact your personal advisor or call 0800 555 554.</li><li>• Technical phone support at 0800 550 020</li></ul>
Contract components	<ul style="list-style-type: none"><li>• Individual contract (if available)</li><li>• Special provisions for mobile phone services (if available)</li><li>• General Terms and Conditions for business customers (if no individual contract)</li></ul>
Last updated	June 2020