

We Mobile XL

The flat rate for Switzerland and Europe. Without minimum duration.

- Calls and SMS/MMS:
 - Unlimited in Switzerland
 - Unlimited from Switzerland to Europe
 - Unlimited in Europe
- Surfing
 - Unlimited in Switzerland with maximum 5G speeds of up to 2 Gbit/s (where available)
 - Unlimited in Europe, of which 40 GB high speed
- TV on the go included with TV neo
- incl. 3 SIM card for data usage on laptop / tablet
-

Mobile subscription

	Costs
Basic monthly fee (without discounts)	CHF 100.– for the first subscription CHF 40.– for every additional subscription on the same bill
Discounts	<p>Sunrise We Mobile Pack</p> <ul style="list-style-type: none"> - Every additional Sunrise We XL subscription for just CHF 40.– (instead of CHF 65.–). If one bill has at least 2 We Mobile XL subscriptions, this makes up a We Mobile Pack. <p>Sunrise We Benefit</p> <ul style="list-style-type: none"> - When combining a We Mobile XL subscription with a Sunrise We Office Internet, Landline and TV subscription, there is an additional discount of CHF 20.– up to CHF 30.– on the basic fee of Sunrise We Office S/M/L/XL+. The Sunrise We Benefit will remain unchanged when switching to a We Mobile L or M subscription. Refer to the Sunrise We Office factsheets for more information. <p>General discount conditions:</p> <ul style="list-style-type: none"> - Sunrise We Mobile Pack and Sunrise We Benefit: 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 Office 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.–
Options activated by default	- travel day pass data option: CHF 1.90 – 100 MB for 24 hours. Roaming in USA, Canada and Puerto Rico. Only with actual use. Option can be deactivated. More info at Sunrise roaming.

Costs	
TV on the go included with TV neo	<p>The cutting-edge TV product for smartphones, tablets and laptops, with more than 240 channels, 7 days of ComeBack TV and 100 recording hours (free when combined with We Mobile L & XL).</p> <p>Free registration for TV neo via My Sunrise.</p> <p>When switching subscriptions to Mobile classic, Mobile start or We Mobile M, a fee of CHF 5.-/month will be billed for the option. The Sunrise TV neo app is available for download in the App Store and in the Google Play Store.</p> <p>When switching to TV neo light (included with We Mobile M), all recordings, offline content and settings will be lost.</p>
Mobile Internet in Switzerland	
Data volume	Unlimited
5G high speed Data speed	Unlimited
Maximum speed	5G network (high speed) 2 Gbit/s (download) and 300 Mbit/s (upload)
Note	<p>The transfer speeds represent the best possible performance and cannot be guaranteed. The actual Internet speed depends, for example, 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	<p>Unlimited</p> <p>Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded.</p>
Calls to other Swiss mobile networks	<p>Unlimited</p> <p>Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded.</p>
Calls to all Swiss landline networks	<p>Unlimited</p> <p>Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded.</p>
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.</p> <p>See the price list for special and short numbers.</p>

	Calling in Switzerland
	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.
Blocking value-added service numbers	Chargeable value-added numbers (090x and 0906 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
	Calling to foreign countries (international)
International calls	Unlimited and free from Switzerland to European countries. Calls to special numbers, short numbers and value added services are excluded. Other countries of the world at the standard rate.
Country list Europe (44 countries) Whenever reference is made to Europe, this concerns the following list of countries:	Åland Islands, Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Greenland, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Norway, Netherlands, Poland, Portugal (incl. Madeira, Azores), Romania, San Marino, Slovakia, Slovenia, Spain (incl. Canary Islands, Balearic Islands), Svalbard and Jan Mayen, Sweden, Turkey, United Kingdom, and Vatican City. European continent except: Albania, Belarus, Bosnia, Kazakhstan, Kosovo, Macedonia, Moldova, Montenegro, Russia, Serbia, Ukraine.
Calls to other countries of the world – standard rates	The prices depend on the country called. If the relevant subscription does not have any credit or if all the credit has been used up, calls to foreign countries will be charged at the standard rate: See price list for calling foreign countries
SMS/MMS to foreign countries	Unlimited and free of charge in all countries of the world.
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 excluded from the standard rate and included calling time credit. These connections may be charged at a higher rate. Depending on the country and provider, calls to special and short numbers abroad can lead to high costs. See the price list for international value-added service numbers.

Calling to foreign countries (international)	
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, for example, located on a cruise ship where the call is connected by satellite, are charged the normal Swiss domestic rate. The participant being called pays for the incoming call according to the satellite roaming rate (see Roaming price list).
Calls to participants with a satellite number	Calls made from Switzerland to a satellite number (e.g., with area code 0087 or 0088) are charged at higher per-minute rates of up to about CHF 16.– 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)	
Mobile Internet in Europe	<p>Unlimited data volume of which 40 GB maximum possible high speed included; after that, option to continue unlimited surfing with reduced speed (downloads 256 kbit/s, uploads 128 kbit/s)</p> <p>The speed of 256 kbit/s is sufficient 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> <p>Maximum possible speed (high speed) depends on the mobile network in the foreign country. 5G high speed is not available everywhere. List of countries/roaming partners can be found at sunrise.ch/en/roaming</p>
Exception	Exceptions are data connections from overseas territories and via satellite (airplane, boat) that are blocked from data roaming.
Calls within Europe	<p>Unlimited</p> <p>Calls to special numbers, short numbers and added value services are excluded. Other regions and countries at the standard roaming rate.</p>
Calls from a European country to Switzerland	<p>Unlimited</p> <p>Calls to special numbers, short numbers and added value services are excluded. Other regions and countries at the standard roaming rate.</p>
Calls from a European country to another European country	<p>Unlimited</p> <p>Calls to special numbers, short numbers and added value services are excluded. Other regions and countries at the standard roaming rate.</p>
SMS/MMS	<p>Europe: Unlimited and free of charge to all countries of the world.</p> <p>USA, Canada and Puerto Rico: Prices at the standard roaming rate</p> <p>Region 2-3: Prices at the standard roaming rate</p>
Incoming calls in Europe	<p>Free</p> <p>Other regions and countries at the standard roaming rate.</p>
Calls from a European country to another country of the	Prices at the standard roaming rate

	Calls and mobile Internet abroad (roaming)
world	
Mobile Internet in other countries of the world	Prices at the standard roaming rate
Overview of roaming Cost protection	<p>Region 1</p> <ul style="list-style-type: none"> - The travel day pass data option is installed by default. - Data roaming at the standard rate is deactivated by default. - Call network roaming (calling, SMS, MMS) at the standard rate is activated by default. <p>Region 2-3</p> <ul style="list-style-type: none"> - The travel day pass data option is not available. - Data roaming at the standard rate is deactivated by default. - Call network roaming (calling, SMS, MMS) at the standard rate is activated by default. <p>All regions</p> <ul style="list-style-type: none"> - Calls made to the Sunrise mailbox are free worldwide. - Attractive roaming data packages.
Country list Europe (44 countries)	Åland Islands, Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Greenland, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Norway, Netherlands, Poland, Portugal (incl. Madeira, Azores), Romania, San Marino, Slovakia, Slovenia, Spain (incl. Canary Islands, Balearic Islands), Svalbard and Jan Mayen, Sweden, Turkey, United Kingdom, and Vatican City.
Whenever reference is made to Europe, this concerns the following list of countries:	European continent except: Albania, Belarus, Bosnia, Kazakhstan, Kosovo, Macedonia, Moldova, Montenegro, Russia, Serbia, Ukraine.
Country list Region 1 (46 countries)	Andorra, Austria, Belgium, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Greenland, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (including Madeira, Azores), Romania, San Marino, Slovakia, Slovenia, Spain (including Canary Islands, Balearic Islands), Sweden, Turkey, United Kingdom (UK), USA (including Alaska, Hawaii and Puerto Rico), Vatican City. Overseas territories of the countries listed are excluded.
European continent except:	Albania, Belarus, Bosnia, Kazakhstan, Kosovo, Macedonia, Moldova, Montenegro, Russia, Serbia, Ukraine.
Activation and deactivation of roaming at standard rate	Data roaming abroad at the standard rate (billed according to MB usage) is deactivated by default and can be activated in the Roaming Cockpit. Calling and SMS roaming abroad are activated by default.
Roaming restriction	This subscription is intended for normal personal use in Switzerland and may not be used over a longer period predominantly or exclusively abroad or given to users abroad.
Sunrise Cockpit	The Sunrise Cockpit is available at: cockpit.sunrise.ch (free access worldwide). The Cockpit offers the following features: <ul style="list-style-type: none"> - Roaming settings <ul style="list-style-type: none"> - Turn the Sunrise voice mailbox on or off abroad - Allow or block calls, SMS and data connections on ships and in airplanes - Activation, deactivation of roaming at the standard rate - Choose to receive/not receive the roaming info SMS - Cost control limit for data roaming - Information on installed data packages - Information on data volume used

	<p>Calls and mobile Internet abroad (roaming)</p> <ul style="list-style-type: none"> - Deactivation of travel day pass option - Purchase of attractive roaming options - Roaming standard rates
Roaming standard rates	<p>The usage-based rates depend on the country in which one is located (Regions 1-3). It is billed based on MB usage. If the relevant subscription does not have any credit or data package, or if it has been used up, the following services will be charged at the standard roaming rate:</p> <ul style="list-style-type: none"> - Outgoing calls - Incoming calls - SMS/MMS - Mobile Internet and data usage <p>See Roaming price list. Roaming data packages are recommended in order to keep costs down.</p>
Hierarchy of roaming credit and options	<p>If several roaming data credits or roaming options are available during a stay abroad, they will be used up in the following order:</p> <ol style="list-style-type: none"> 1) Travel data roaming option – if activated. 2) Travel days roaming options 3) Roaming credit included in the mobile subscription (e.g., We Mobile L) 4) Travel data roaming option – if installed and not activated until now. 5) Travel day pass data option – if installed. 6) Roaming standard rates billed based on MB used – if activated.
travel day pass data (USA, Canada and Puerto Rico)	<p>This option is installed with the subscription by default for the purpose of cost protection and will be activated automatically when it is first used in the USA, Canada or Puerto Rico:</p> <p>100 MB for CHF 1.90 – valid for 24 hours.</p> <p>At the end of the 24-hour period of use, any data volume not yet used up will expire. If another mobile Internet connection is made after the duration of use expires, the option will be automatically renewed at the price of CHF 1.90 for another data credit of 100 MB for 24 hours.</p> <p>If the data credit of 100 MB is used up <u>within 24 hours</u>, one will no longer be able to surf. The option is not automatically reactivated. An additional 100 MB can be purchased for CHF 1.90 in the Sunrise Cockpit.</p> <p>The remaining duration of use or the remaining data credit can be reviewed in the Sunrise Cockpit, at cockpit.sunrise.ch.</p> <p>The travel day pass data option for the USA, Canada and Puerto Rico can be uninstalled in the Sunrise Cockpit. To be able to surf abroad without this option, data roaming at the standard rate must be activated in the Sunrise Cockpit.</p> <p>Note: In the USA, Canada and Puerto Rico, the travel day pass option (100 MB – CHF 1.90) replaces more expensive roaming at the standard rate (1 MB – CHF 1.–). Manually deactivating the option is therefore not recommended.</p>
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	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 part of any available included calling time credit.
Toll-free numbers	Calls made from a foreign country to a toll-free number in the same foreign country or

	<p>Calls and mobile Internet abroad (roaming)</p> <p>in another country are charged at a higher rate, just like special numbers, and are not part of the available included calling time credit.</p>
Satellite roaming	<p>Roaming over satellite connections, such as on airplanes and cruise ships, are charged at higher rates.</p> <p>Only satellite connections via call/SMS/MMS are possible. Data roaming is blocked.</p>
Call forwarding	<p>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.</p>
Transfer to Sunrise mailbox	<p>Free</p> <p>Deactivate mailbox: #145# Activate mailbox: *145#</p>
Listening to voice messages	<p>Calls made to the Sunrise mailbox from abroad to listen to voice messages are charged at the standard roaming rate.</p>
Data billing increments	<p>Region 1: in 100 KB increments Region 2: in 100 KB increments Region 3: in 20 KB increments Increments are billed per session.</p>
Cost control roaming	<p>Every time the customer goes abroad, they will automatically receive an SMS to inform them of the applicable roaming rate. Receipt of the roaming info SMS can be switched on or off in the Roaming Cockpit or My Sunrise.</p> <p>Sunrise data alert is activated by default with a monthly cost limit of CHF 100.–. The limit can be changed or deactivated in the Sunrise Cockpit or My Sunrise. When 50% of the set limit is reached, an SMS info message is sent for cost control purposes. Once the cost limit is reached, Sunrise data traffic will be blocked until the end of the month.</p> <p>Canceling the block for the current month: (Free) SMS with the text UNBLOCK to 3310</p> <p>The roaming cost limit Sunrise data alert includes the roaming data costs accrued within one calendar month without the charges for roaming options or roaming data packages.</p> <p>The roaming cost limit includes the roaming data costs accrued within one calendar month. Under certain conditions and depending on the country in which one is surfing, there may be a time delay between generated roaming volume and the sending of an alert SMS or blocking of data traffic.</p>
	<p>Contract duration</p>
Activation	<p>The subscription is activated on the day of registration or on the requested date if the number is being ported.</p>
Subscriptions without minimum duration, cancellation	<p>A subscription without a minimum duration may be canceled with a notice period of 60 days to the end of each month.</p>
Subscriptions with minimum duration, cancellation	<p>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 months to the end of each month.</p>

Contract duration	
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 Mobile 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> <p>Sunrise We Mobile Pack</p> <p>If one bill has at least 2 We Mobile XL subscriptions, this makes up a We Mobile Pack. When switching from a We Mobile Pack, all We subscriptions on the same bill are automatically switched to the desired 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	<p>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.</p>
Service fees	<p>See price list for service fee.</p>
Replacement SIM	<p>CHF 55.– to replace a SIM or obtain a SIM in a new format.</p>
Bill	<p>Bill by e-mail: free Bill by mail without detailed connection listing: CHF 3.– Bill by mail with detailed connection listing: CHF 4.–</p>
Wi-Fi Calling	<p>When there is weak reception inside your residence, Wi-Fi Calling will improve reception for mobile calling. More information at: sunrise.ch/wificalling.</p>

	Miscellaneous																
Device plan	One device can be purchased with each Sunrise We Mobile subscription for a down payment starting at CHF 1.– and 24 monthly installment payments, with no interest and no extra charges. With the extra SIM surf & talk option, a second device can be purchased for the Sunrise We Mobile subscription with installment payments.																
Sunrise network coverage	See network coverage map .																
Available options	<table border="0"> <tr> <td>travel talk options</td> <td>More affordable calling while abroad (roaming)</td> </tr> <tr> <td>travel data options</td> <td>More affordable surfing while abroad (roaming)</td> </tr> <tr> <td>international option</td> <td>More affordable international calls</td> </tr> <tr> <td>travel unlimited US & Canada</td> <td>More affordable international calling and calling while abroad</td> </tr> <tr> <td>mycountry options</td> <td>Unlimited calls to a country of choice</td> </tr> <tr> <td>extra SIM surf & talk</td> <td>Surf and call with a second device</td> </tr> <tr> <td>protect options</td> <td>Insurance for the device</td> </tr> <tr> <td>call protect option</td> <td>Call misuse insurance</td> </tr> </table>	travel talk options	More affordable calling while abroad (roaming)	travel data options	More affordable surfing while abroad (roaming)	international option	More affordable international calls	travel unlimited US & Canada	More affordable international calling and calling while abroad	mycountry options	Unlimited calls to a country of choice	extra SIM surf & talk	Surf and call with a second device	protect options	Insurance for the device	call protect option	Call misuse insurance
travel talk options	More affordable calling while abroad (roaming)																
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mycountry options	Unlimited calls to a country of choice																
extra SIM surf & talk	Surf and call with a second device																
protect options	Insurance for the device																
call protect option	Call misuse insurance																
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 111 555																
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>																
Version	September 2020																