

Sunrise Up Mobile

When only the fastest is fast enough: With Up Mobile, you can surf using the largest 5G network in Switzerland, no matter which subscription you have. And should you ever need to adjust your usage, you can make changes to your subscription at any time. You'll also get a 50% discount on any additional mobile subscriptions.

Portfolio overview	1
Product details	2
Up Mobile XL.....	2
Up Mobile L.....	3
Up Mobile M.....	4
Up Mobile Swiss 10.....	4
Up Mobile S.....	5
Generally applicable product details.....	6

Portfolio overview

	Mobile XL	Mobile L	Mobile M	Swiss 10	Mobile S
International calls Calls, SMS	Unlimited to Europe	–			
Roaming Surfing, calls, SMS	Unlimited within Europe		–		
Surfing in Switzerland (5G)	Unlimited up to 2 Gbit/s	Unlimited up to 1 Gbit/s	Unlimited up to 500 Mbit/s	Unlimited, of which 10 GB up to 50 Mbit/s	Unlimited, of which 3 GB up to 50 Mbit/s
Calls within Switzerland	Unlimited				Unlimited calls to the Sunrise and UPC mobile network + 3 numbers of your choice
SMS within Switzerland	Unlimited				

Product details

Up Mobile XL

Mobile Internet in Switzerland	
Data volume	Unlimited
Maximum speed	5G network (high speed) 2 Gbit/s (download) and 300 Mbit/s (upload)
Calls within Switzerland	
Calls	Unlimited Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers, and value-added services are excluded.
International calls	
Calls	Unlimited and free from Switzerland to European countries. Calls to special numbers, short numbers, and value-added services are excluded. Other countries are charged at the standard rate.
SMS to other countries	Unlimited and free of charge to all countries worldwide.
Calls and mobile Internet while abroad (roaming)	
Mobile Internet in Europe	Unlimited data volume, of which 40 GB at maximum possible high speed. Once this amount has been used up, it is possible to continue enjoying unlimited surfing, but at a reduced speed (downloads 256 kbit/s, uploads 128 kbit/s). A speed of 256 kbit/s is sufficient for the use of basic Internet features such as e-mail, messaging, and surfing. Audio or video streaming may take longer to buffer than usual. Websites containing large files may take longer to load. The maximum possible speed (high speed) depends on the mobile network in the foreign country. 4G high speed is not available everywhere. A list of countries/roaming partners can be found at sunrise.ch/en/roaming
Exceptions	Data connections in overseas territories and via satellite (airplane, boat) that are blocked from data roaming are excluded.
Calls from Europe to Switzerland	Unlimited Calls to special numbers, short numbers, and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.
Calls from Europe to another European country	Unlimited Calls to special numbers, short numbers, and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.
Calls within the country of travel in Europe	Unlimited Calls to special numbers, short numbers, and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.
SMS	Europe: Unlimited and free of charge to all countries around the world USA, Canada, and Puerto Rico: Prices at the standard roaming rate Region 2-3: Prices at the standard roaming rate
Incoming calls in Europe	Free Other regions and countries are charged at the standard roaming rate.

Up Mobile L

Mobile Internet in Switzerland	
Data volume	Unlimited
Maximum speed	5G network (high speed) 1 Gbit/s (download) and 300 Mbit/s (upload)
Calls within Switzerland	
Calls	Unlimited Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers, and value-added services are excluded.
Calls and mobile Internet while abroad (roaming)	
Mobile Internet in Europe	Unlimited data volume, of which 40 GB at maximum possible high speed. Once this amount has been used up, it is possible to continue enjoying unlimited surfing, but at a reduced speed (downloads 256 kbit/s, uploads 128 kbit/s). A speed of 256 kbit/s is sufficient for the use of basic Internet features such as e-mail, messaging, and surfing. Audio or video streaming may take longer to buffer than usual. Websites containing large files may take longer to load. The maximum possible speed (high speed) depends on the mobile network in the foreign country. 4G high speed is not available everywhere. A list of countries/roaming partners can be found at sunrise.ch/en/roaming
Exceptions	Data connections in overseas territories and via satellite (airplane, boat) that are blocked from data roaming are excluded.
Calls from Europe to Switzerland	Unlimited Calls to special numbers, short numbers, and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.
Calls from Europe to another European country	Unlimited Calls to special numbers, short numbers, and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.
Calls within the country of travel in Europe	Unlimited Calls to special numbers, short numbers, and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.
SMS	Europe: Unlimited and free of charge to all countries around the world USA, Canada, and Puerto Rico: Prices at the standard roaming rate Region 2-3: Prices at the standard roaming rate
Incoming calls in Europe	Free Other regions and countries are charged at the standard roaming rate.

Up Mobile M

Mobile Internet in Switzerland	
Data volume	Unlimited
Maximum speed	5G network (high speed) 500 Mbit/s (download) and 300 Mbit/s (upload)
Calls within Switzerland	
Calls	Unlimited Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers, and value-added services are excluded.

Up Mobile Swiss 10

Mobile Internet in Switzerland	
Data volume	Unlimited
5G speed Data speed	10 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) unless the Sunrise speed option is activated.
Maximum speed	5G network (high speed) 50 Mbit/s (download) and 25 Mbit/s (upload)
Option activated by default	Sunrise speed option: After using up the 5G speed credit included in the respective Sunrise mobile rate, you can automatically keep surfing at 5G speeds (up to 2 Gbit/s) for just CHF 2.– per day. One day is counted as starting from the time of first use until midnight of the same day. This option can be permanently deactivated at any time, in which case you will be able to keep on enjoying unlimited surfing free of charge, 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. Audio or video streaming may take longer to buffer than usual. Websites containing large files may take longer to load.
Calls within Switzerland	
Calls	Unlimited Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers, and value-added services are excluded.

Up Mobile S

Mobile Internet in Switzerland	
Data volume	Unlimited
5G speed Data speed	3 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) unless the Sunrise speed option is activated.
Maximum speed	5G network (high speed) 50 Mbit/s (download) and 25 Mbit/s (upload)
Option activated by default	Sunrise speed option: After using up the 5G speed credit included in the respective Sunrise mobile rate, you can automatically keep surfing at 5G speeds (up to 2 Gbit/s) for just CHF 2.– per day. One day is counted as starting from the time of first use until midnight of the same day. This option can be permanently deactivated at any time, in which case you will be able to keep on enjoying unlimited surfing free of charge, 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. Audio or video streaming may take longer to buffer than usual. Websites containing large files may take longer to load.

Calls within Switzerland	
Calls to other Swiss mobile and landline networks	Unlimited calls to 3 Swiss phone numbers of your 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 phone numbers can be changed each month in My Sunrise.

Generally applicable product details

	Costs
Basic monthly fee	As shown on current price lists
Activation fee (incl. SIM card)	CHF 0.– instead of CHF 59.90 (during promotional period)
Benefits and discounts	<p>Member Benefit Partner sport clubs</p> <ul style="list-style-type: none"> - Subscription price Up Mobile S: CHF 17.95/month instead of CHF 25.90/month - Subscription price Up Mobile M: CHF 30.95/month instead of CHF 61.90/month - Subscription price Up Mobile L: CHF 35.95/month instead of CHF 71.90/month - Subscription price Up Mobile XL: CHF 45.95/month instead of CHF 91.90/month <p>- The Associations offer is exclusive and does not include any other discounts, such as discount combinations.</p> <p>- Discount valid for 36 months.</p> <p>- If the partnership between Sunrise and the association/club continues, you can reactivate the discount yourself via e-mail to Associations@sunrise.net after 36 months. To do so you must be a member of the association/club. There is no entitlement to automatic renewal. After reactivation, the discount will appear for the first time on your next invoice or the one after that. In the meantime, the regular subscription prices apply. Sunrise reserves the right to withdraw the discount at any time with 2 months advance notice (notice period). Prices subject to change.</p> <p>- New activation of a subscription is only possible via sunrise.natelo.ch (not possible in a Sunrise Shop).</p> <p>- Renewal request and rate change possible via e-mail to Associations@sunrise.net. If you switch the rate yourself on MySunrise, the discount will no longer apply.</p> <p>- Up to three additional people in the same household as you can take advantage of this unique offer with the Family package.</p> <p>- Offer only valid for residential customers.</p> <p>Sunrise Up Multi Mobile Benefit</p> <ul style="list-style-type: none"> - cannot be combined with the Sunrise Member Benefit <p>Sunrise Up Benefit</p> <ul style="list-style-type: none"> - cannot be combined with the Sunrise Member Benefit <p>General discount conditions:</p> <ul style="list-style-type: none"> - Existing Sunrise customers: For existing subscriptions that include offer-related benefits (e.g., subscriptions with a reduced basic fee, with free services, or with free or discounted hardware), the Sunrise Member Benefit will only be available once the agreed minimum contract duration has ended. - 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 Up Internet products, the suspension of the discount applies to the basic fees of all subscriptions (Internet, landline network, TV).
	Mobile Internet in Switzerland
Data volume	Unlimited
Data billing increments	In 20 KB increments. Every partially used unit will be billed as a full unit.

Note

Transmission 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.

Excessive usage of mobile network services can impair network performance, which has a direct effect on the user experience of other mobile network customers. In order to prevent this situation, Sunrise reserves the right to temporarily deprioritize data traffic of customers who reach a certain threshold. 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.

Calls within Switzerland	
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): The same rate applies for shared cost numbers, regardless of the location in Switzerland from which the phone call is made, but no more than 7.5 centimes per minute (plus VAT, maximum cost for a domestic call to a land-line network). Final amount per call is rounded to the nearest 10 centimes.</p>
SMS to all Swiss networks	Unlimited
Incoming calls	Free
Blocking value-added service numbers	Value-added numbers that are fee-based (090x numbers) can be blocked on request.
Value-added service numbers	0800: Calls to these numbers are free
Call forwarding	Free of charge to the Sunrise mailbox. Otherwise, you will be charged the connection setup fee that would be due if you called the forwarding number from your own phone.
Listening to voice messages	Free
Storage of voice messages	15 days
Call billing increments	By the minute. Every partially used minute will be billed as a full minute.
Connection setup fee	None
International calls	
Calls to foreign countries	<p>Prices depend on the destination country. If the relevant subscription doesn't include any credit or if the credit has been used up, calls to foreign countries will be charged at the standard rate.</p> <p>Standard rate billing: See prices for international calls</p>
Call billing increments	By the minute. Every partially used minute will be billed as a full minute.
Connection setup fee	None
Special and short numbers	<p>Calls 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.</p> <p>Depending on the country and provider, calls to special and short numbers abroad can lead to high costs. See price list for international value-added service numbers.</p>
Toll-free numbers	Calls to international toll-free numbers are charged at the standard rates for international calls. A fee may be charged for international toll-free numbers, even if these numbers are marked as free of charge.
Calls to participants via a satellite connection	Calls made from Switzerland to subscribers with a mobile phone number who are, for example, located on a cruise ship where the call is connected by satellite, are charged at the normal Swiss domestic rate. The recipient of the call will pay for the incoming call in accordance with the satellite roaming rate (see roaming price list).
Calls to participants with a satellite number	Calls made from Switzerland to subscribers with a satellite number (e.g., with area code 0087 or 0088) are charged higher per-minute rates of up to about CHF 16.– depending on the satellite network used.
Call forwarding abroad	Calls forwarded to an international phone number are charged at the standard rate for international calls.

Calls and mobile Internet while abroad (roaming)	
Roaming overview – cost protection	<ul style="list-style-type: none"> - Data roaming at the standard rate is deactivated by default. - Call roaming (calls, SMS) at the standard rate is activated by default. - Calls made to the Sunrise mailbox are free worldwide. - Attractive roaming data packages.
Activation and deactivation of roaming at the standard rate	<p>Data roaming at the standard rate (billed according to MB usage) is deactivated by default when abroad and can be activated in the Roaming Cockpit.</p> <p>Call / SMS roaming are activated by default when abroad.</p>
Sunrise Cockpit	<p>With the Sunrise Cockpit, you're always in control of your costs while abroad. The Sunrise Cockpit is free to use around the world and offers the following functions:</p> <ul style="list-style-type: none"> - Information on installed roaming options - Purchase attractive roaming options - Manage roaming settings <ul style="list-style-type: none"> - Disable roaming - Allow or block calls and SMS on ships and airplanes - Activate and deactivate data roaming at the standard rate - Choose to receive/not receive roaming SMS info notifications - Adjust roaming cost limit
Standard roaming rates	<p>Usage-based prices depend on the country in which you are located (regions 1-3). Billing is based on MB usage. If the relevant subscription does not have any credit or data, 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 – Mobile Internet and data usage <p>See roaming price list.</p> <p>Data roaming packages are recommended in order to keep costs down.</p>
Call billing increments	<p>Charged by the second, with rounding to the next 10 centimes per call</p> <p>Exception: Outgoing calls will incur costs equivalent to at least a 30-second call, even if they are shorter.</p>
Connection setup fee	None
Special and short numbers	Calls made to country-specific special numbers, short numbers, or value-added services while abroad 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 the country of travel to «toll-free numbers» in the same country or in another country are charged at a higher rate, just like special numbers, and are not part of any available included calling time credit.
Satellite roaming	<p>Roaming via satellite connections, such as on airplanes and cruise ships, is charged at higher rates.</p> <p>Satellite connections only support calls/SMS. Data roaming is blocked.</p>
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 Sunrise mailbox	<p>Free</p> <p>Deactivate mailbox: #145#</p> <p>Activate mailbox: *145#</p>
Listening to voice messages	Calls made from abroad to the Sunrise mailbox in order to listen to voice messages are charged at the standard roaming rate.

Calls and mobile Internet while abroad (roaming)

Hierarchy of roaming credit and options	<p>If several roaming credits or roaming options are in place during a stay abroad, they will be used and billed in the following order:</p> <ol style="list-style-type: none">1) Data volume of an activated travel data unlimited option (valid for one month)2) Data volume of an activated travel days option (valid for one month)3) Data volume of the mobile subscription (valid for the calendar month)4) Data volume of a recurring roaming option (valid for the calendar month)5) Data volume of an activated travel data option (valid for 12 months)6) Data volume of a purchased but not yet activated travel data option (valid for 12 months)
Data billing increments	Charged per kilobyte, with rounding to the nearest 10 centimes per session.
Roaming cost control	<p>Every time you travel abroad, you will automatically receive an SMS to inform you of the applicable roaming rate. Receipt of this SMS can be turned on or off in the Roaming Cockpit or My Sunrise.</p> <p>Roaming data connections abroad are blocked by default, with the exception of regions and zones that are included in a subscription or a roaming option («roaming included»).</p> <p>To enable roaming that's not already included, an individual monthly cost limit must be set up in the Roaming Cockpit or My Sunrise. When 50% and 100% of the established limit is reached, a notification will be sent by SMS for cost control purposes. Once the cost limit has been reached, roaming will be blocked until the end of the month. The individual cost limit can be changed at any time.</p> <p>Free roaming services (incoming SMS and access to the Roaming Cockpit) can also be used worldwide without a cost limit.</p> <p>The roaming cost limit includes the roaming costs incurred within one calendar month, excluding any fees for roaming options or roaming data packages.</p>
<p>Country list – Europe (44 countries)</p> <p>Whenever reference is made to Europe, this concerns the following list of countries:</p>	<p>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, Netherlands, Norway, 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. Overseas territories of the countries listed are excluded.</p> <p>European continent except for: Albania, Belarus, Bosnia, Kazakhstan, Kosovo, Macedonia, Moldova, Montenegro, Russia, Serbia, Ukraine.</p>

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 a minimum duration, cancellation	A subscription without a minimum duration may be canceled with a notice period of 60 days to the end of any month.
Subscriptions with minimum duration, cancellation	Certain offers may be linked to a minimum contract period. 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 period. Once the minimum contract period has expired, the contract may be canceled with a notice period of 60 days to the end of any month.
Early cancellation, costs	<p>If the subscription is canceled before the end of the minimum contract period, the recurring monthly basic fees must be paid in full up to the end of the minimum contract period.</p> <p>Monthly recurring basic fees are determined based on the usual basic fee of the respective subscription plus any promotion surcharges, unless otherwise specified for the offer concerned.</p> <p>For contracts with no minimum contract period or for those where the minimum contract period has expired, the contract may only be canceled without observing the regular notice period by paying the basic monthly fees up to the regular cancellation date plus an additional CHF 100.–.</p>
How to cancel	<p>The subscription must be canceled either by phone or via the Sunrise Chat. More details are available at sunrise.ch/cancellation. Cancellations via letter or e-mail will not be considered 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 Switzerland: 0800 100 600 (free) - From abroad: +41 58 777 01 01 <p>Cancellation via Sunrise Chat</p> <ul style="list-style-type: none"> - Link to the chat available at sunrise.ch/cancellation
Switching subscription	<p>For all subscriptions, it is possible to switch to a subscription with a higher basic monthly fee free of charge at any time.</p> <p>As a general rule, switching to a subscription with a lower basic fee is possible from the following month. During the minimum contract duration, it is only possible to switch to a subscription with a lower basic fee by paying a buy out fee. After the minimum contract duration has ended, such a switch is free of charge.</p> <p>With certain offers, a switch to a subscription with a lower basic fee will not be possible, or will be associated with additional costs. The terms and conditions of the offer apply. If a subscription switch takes place within one month, the services included in the previous and new subscription are billed pro rata.</p>
Billing	The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until the option is canceled. If you sign up for or change a mobile subscription during a billing month, the basic monthly fee and included services (minutes, SMS, MB etc.) are billed on a pro rata basis.

	Miscellaneous
Price adjustment	Sunrise may adjust the price for each service once per calendar year in line with inflation. The price increase is based on the Federal Statistical Office's Consumer Price Index (CPI) (CPI basis December 2020 = 100 points). The initial index is the CPI status as of January 1, 2024. If Sunrise chooses not to make a price adjustment for a service in a given calendar year, the right to do so will not expire in the following years. In the event of an inflationary price adjustment, the customer is not entitled to an early cancellation of the service.
Included credit	Any part of your included data and calling quota that is not used in a specific billing period expires and is not carried forward to a subsequent billing period.
Service fees	See price list for service fees
Wi-Fi calling	When there is weak reception inside your home, Wi-Fi calling will improve reception for mobile calls. More information: sunrise.ch/wificalling .
Device plan	One device can be purchased with each Up Mobile subscription with a down payment starting at CHF 1.– and 24 monthly installment payments, with no interest and no extra charges. With the We Connect extra SIM surf option, a second device can be purchased together with the Up Mobile subscription.
Sunrise network coverage	See network coverage map .
Set-up/personalization	You can find useful information and more options for your product at sunrise.ch/help . These include product set-up, call transfer, phone number suppression, and tips for the security of your product.
Support	Free technical phone support at www.sunrise.ch/en/contact
Components of the contract	<ul style="list-style-type: none"> – Contract for mobile phone services – Provisions for fair use of mobile Internet – Special provisions for mobile services – General terms and conditions <p>All documents are available at www.sunrise.ch/gtc.</p>
Version	09.2023