

Sunrise Up Home L

The Internet service for advanced multi-device use, and our Sunrise Up TV for relaxing TV evenings.

	Costs
Basic monthly fee (without discount)	According to published price lists
Landline connection fee	Included – Please refer to the separate factsheet for details on the included Up Phone landline product.
Activation fee	CHF 99.90 There is no activation fee if a Sunrise landline connection has already been set up.
Wi-Fi modem	Included (on loan) Type: modem may vary depending on the access type
precondition	The requirement for the service is a Sunrise Internet subscription.
Discounts and Benefits	<p>Smart Wi-Fi Start is included free of charge. Benefit from reliable and coverage high-speed Wi-Fi to every corner of your home.</p> <p>Member Benefit Partner sport clubs</p> <ul style="list-style-type: none"> - Subscription price CHF 49.50/month instead of CHF 99.90/month - The Member Benefit offer is exclusive and does not include any other discounts, such as discount combinations. - Discount valid for 36 months. - 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. - New activation of a subscription is only possible via sunrise.natelo.ch (not possible in a Sunrise Shop). - Renewal request and rate change possible via e-mail to Associations@sunrise.net. If you switch the rate yourself on My Sunrise, the discount will no longer apply. - Up to three additional people in the same household as you can take advantage of this unique offer with the Family package. - Offer only valid for residential customers <p>Sunrise Up Benefit</p> <ul style="list-style-type: none"> - cannot be combined with the 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 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).

Internet services	Internet services with Fiber connection	Internet services with HFC connection
Network	Fiber	HFC Hybrid Fiber Coaxial
Daten volume	Unlimited	Unlimited
Download speed	Up to 1 Gbit/s	Up to 1 Gbit/s
Upload speed	Up to 1 Gbit/s	Up to 100 Mbit/s
IP address	Usually dynamic for private customers.	Usually dynamic for private customers.
Individual speed	The transmission speeds listed represent optimum performance and are not guaranteed. Actual Internet speed depends on individual factors that are under the control of the customer or a third party, such as the capacity of the end device, type of connection in the residence, the building's structural characteristics, the distance to the next telephone switchboard, the quality of the connections or other factors and may be slower than the specified maximum Internet speed. Cumulative and simultaneous use by various end devices (e.g., TV, mobile & laptop) reduces the bandwidth available for each device.	
TV features		
Live TV	280+ TV channels. Find the current TV channel list at https://www.sunrise.ch/en/residential/zuhause/tv/dynamic-channel-list.html	
Radio channels	Find the current list of radio channels at https://www.sunrise.ch/en/residential/zuhause/tv/dynamic-channel-list.html	
Replay	7 days replay on all channels in the basic line up with trickplay and replay ads	
Cloud recordings	Up to 2,000 hours of recordings , incl. parallel recordings, series recordings and recordings from Replay	
Live Pause	Yes	
Personal Profiles	Up to six individual profiles with their own recordings, channel lists and customized recommendations	
Favorites list	Yes - configure your personal channel order.	
Voice Control	Yes - use your voice to find your favorite program.	
Recommendations	Yes - sorted according to your preferences, with your personal profile.	
Program guide	Yes	
Video on Demand	Yes	
Apps	<p>The exclusive oneplus free Sunrise Edition with the special Sunrise Benefits is included in the subscription.</p> <p>Watch TV series and previews for free before anyone else - only with Sunrise.</p> <ul style="list-style-type: none"> • Complete season of an original series free of charge • An exclusive movie of the month every month • Preview of the first episode of exclusive Swiss TV shows • Preview the first episode of original series <p>The most popular streaming and sports apps such as Netflix, blue TV, Sky, Amazon Prime, YouTube and many more are conveniently pre-installed on the TV Box.</p>	
Sunrise TV app	<p>Multiscreen feature Watch TV easily and intuitively, with one user interface and the same handling as on the Sunrise TV Box on up to five additional devices simultaneously and with a maximum of three parallel streams (smartphone and tablet, iOS/Android, Apple TV, Android TV, Fire TV) via WiFi at home or on the move via the mobile network.</p> <p>Push-to-TV feature With the push-to-TV feature, your mobile phone or tablet can be used as a remote control and shows from the program guide on your mobile device can be transferred directly to your TV.</p>	

	<p>Watching abroad in Europe</p> <p>Replay and recordings can also be watched abroad (Europe). Due to compliance with broadcast and viewing rights, only the more than 280 channels from the Sunrise TV basic offer can be used abroad with the Sunrise TV app. Please be aware that video streaming causes high data consumption, which can lead to high roaming costs.</p>
	<p>Supported Devices:</p> <ul style="list-style-type: none"> • Apple TV: from tvOS 13.0 • Android TV: from Android TV Version 5.0 • Fire TV: Fire tvOS 5.0 or newer • iPhone (iOS) / iPad (iPadOS): from Version 12.1 • Android Telefon/Tablet: ab Android – 6.0 • WEB: MS Edge 95+ / Safari 14+ / Google Chrome 95+ / Mozilla Firefox 93+ <p>The Sunrise TV app can be downloaded free of charge from the relevant app store.</p>

Contract Duration	
Minimum duration	36 months
Cancellation	The subscription may be canceled with a notice period of 60 days to the end of the minimum duration. Once the minimum duration has ended, the subscription can be canceled at any time with a notice period of 60 days to the end of any month.
How to cancel	<p>Cancellation of the subscription must be made either by phone or via Sunrise Chat. See details on www.sunrise.ch/kuendigung. Cancellations by postal letter or e-mail are not valid.</p> <p>Cancellation by phone: Monday to Friday 08.00 - 19.00. From within Switzerland: 0800 100 600 (free of charge) From abroad: +41 (0)800 100 600</p> <p>Cancellation via Sunrise Chat: Monday to Friday 08.00 - 19.00. Link to chat available at Cancellation Sunrise Help</p>
Early cancellation	If the contract is terminated before the minimum duration is reached, the recurring basic monthly fee of the remaining period for the TV subscription must be paid in full. If the minimum duration of any options (e.g., blue TV, Canal+) has not yet been reached, the basic monthly fees for the remaining period of the option must be paid in full.
Subscription migration	When switching from an older TV product to a new TV product, the minimum contract period starts over again.
Billing	The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until the option is canceled. For a cancellation effective during an ongoing billing month, the basic fee will be charged on a pro rata basis.

Miscellaneous	
Fixed phone	The Internet subscription is a requirement for the purchase of fixed network telephony services from Sunrise. Conditions can be found in the respective factsheets for Up Phone, Up Phone CH or Up Phone International.
Fiber	For all information on the fiber access and its availability, see https://www.sunrise.ch/en/internet-tv/at-home/technology/fiber-optics
Sunrise Up TV M	Sunrise Up Home is also available without a TV box with the Sunrise Up TV M subscription. For all details, please refer to the separate factsheet on Sunrise Up TV M.
Sunrise Mobile Broadband	If the network bandwidth via the fixed network is insufficient, Sunrise can provide the customer with the service via the mobile network as an alternative (Sunrise Mobile Broadband, Fixed Wireless Access). The hardware required for this is intended for

	stationary use and may not be used at a location other than the ordered installation address.er Up Phone L.
Smart Wi-Fi	<p>The smart solution for reliable and full-coverage high-speed Wi-Fi in every corner of your home: With our Connect Pods, you can easily expand, strengthen, and optimize your Wi-Fi.</p> <p>Smart Wi-Fi Start The smart starter package for best Wi-Fi coverage with one Connect Pod.</p> <p>Smart Wi-Fi Extend The ultimate addition to Smart Wi-Fi Start with additional Connect Pods for larger households with several rooms and multiple connected devices. Expandable up to 4 additional Connect Pods.</p>
Home installation	<p>Home installation CHF 199.- fixed price</p> <p>Included: Drive to and from the customer by the installer, analysis of the existing home installation, basic connection to the home network access box (UPK); if necessary, installation of the router (connection to power and phone socket, start-up of the router, configuration of the connection for a computer (via Ethernet, Wi-Fi or a connection kit), connection of a maximum of 2 phone/fax devices, functional check of fixed network, Internet and Sunrise TV, short introduction to Sunrise TV</p> <p>Not included in the scope of services: Installation and wiring of any kind, installation and mounting of TV screens and home cinema, hardware accessories (such as Ethernet cables and Powerline Connection Kit).</p>
Service fees	According to Preisliste Servicegebühren
Technical support	Free technical support at any time on our website: Sunrise help and contact or on 0800 707 707 (Mon - Fri 8.00 - 22.00, Sat - Sun 10.00 - 19.00)
Components of the contract	Contract for Internet, landline and TV services
	Special provisions for Internet, landline and TV
	Special provisions for the Sunrise TV app
	General Terms and Conditions
	Customer contract
Version	18.09.2023

	Costs		
	Up Phone	Option Up Phone CH	Option Up Phone International
Basic monthly fee (without discount)	None. Only the individual connections are billed.	According to published price list.	According to published price list.
Landline connection fee	Included		
Activation fee	None		
Requirement	The prerequisite for the service is a Sunrise Up Internet subscription.		

	Calling in Switzerland		
	Up Phone	Option Up Phone CH	Option Up Phone International
Calls to landlines*	CHF 0.13 + call set-up fee of CHF 0.20/call	Unlimited	Unlimited
Calls to mobile networks (all providers in Switzerland)	CHF 0.43 + call set-up fee of CHF 0.20/call	Unlimited	Unlimited
Incoming calls	free	free	free
Special and short numbers	You can find the price list at https://www.sunrise.ch/en/support/billing-and-payment/fees/special-and-short-numbers		
Blocking value-added service numbers	Chargeable value-added numbers (090x or 0960 numbers) can be blocked on request.		
Toll-free numbers	0800: Calls to these numbers are free 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).		
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 connection.		
Listening to voice messages	Free		
Saving voice messages	8 days Sunrise mailbox, 15 days Sunrise mailbox pro		
Phone number suppression	Possible		

* Calls to special numbers (e.g., 084x, 090x, 18xx) and value-added services are not included.

Calls to foreign landlines	Country group	Phone	Option Phone CH	Option Phone International
	Country group 1	CHF 0.30/Min.	CHF 0.30/Min.	free
	Country group 2	CHF 0.40/Min.	CHF 0.40/Min.	free
	Country group 3	CHF 0.65/Min.	CHF 0.65/Min.	CHF 0.65/Min.
	Country group 4	CHF 0.70/Min.	CHF 0.70/Min.	CHF 0.70/Min.
	Country group 5	CHF 1.20/Min.	CHF 1.20/Min.	CHF 1.20/Min.
	Country group 6	CHF 1.35/Min.	CHF 1.35/Min.	CHF 1.35/Min.
Calls to foreign mobile networks	Country group	Phone	Option Phone CH	Option Phone International
	Country group 1	CHF 0.60/Min.	CHF 0.60/Min.	CHF 0.40/Min.
	Country group 2	CHF 0.80/Min.	CHF 0.80/Min.	CHF 0.40/Min.
	Country group 3	CHF 0.85/Min.	CHF 0.85/Min.	CHF 0.85/Min.
	Country group 4	CHF 0.90/Min.	CHF 0.90/Min.	CHF 0.90/Min.
	Country group 5	CHF 1.20/Min.	CHF 1.20/Min.	CHF 1.20/Min.
	Country group 6	CHF 1.35/Min.	CHF 1.35/Min.	CHF 1.35/Min.
Country group 1	Austria, Belgium, Canada, Denmark, Finland, France, Germany, Italy, Liechtenstein, Netherlands, Norway, Spain (incl. Balearic Islands, Canary Islands), Sweden, United Kingdom UK (incl. Guernsey, Isle of Man, Jersey), USA (incl. Alaska, Hawaii), Vatican City. Overseas territories of the countries listed are excluded.			
Country group 2	Andorra, Australia, Cyprus, Faroe Islands, Gibraltar, Greece, Iceland, Ireland, Israel, Luxembourg, Malta, Monaco, New Zealand, Portugal (incl. Madeira, Azores), San Marino.			
Country group 3	Albania, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Czech Republic, Estonia, Hong Kong, Hungary, Japan, Kosovo, Latvia, Lithuania, Macedonia, Moldova, Montenegro, Poland, Romania, Russia, Serbia, Singapore, Slovakia, Slovenia, Turkey, Ukraine.			
Country group 4	Algeria, Argentina, Brazil, Chile, China, Dominican Republic, East Timor, Egypt, Indonesia, Libya, Malaysia, Mexico, Morocco, Philippines, Puerto Rico, South Africa, South Korea, Taiwan, Thailand, Tunisia, Virgin Islands (USA),			
Country group 5	Angola, Armenia, Azerbaijan, Bahrain, Bangladesh, Belize, Benin, Bhutan, Bolivia, Botswana, Brunei, Burkina Faso, Burundi, Cameroon, Central African Republic, Columbia, Congo (Brazzaville), Congo (Democratic Republic), Costa Rica, Djibouti, Ecuador, El Salvador, Equatorial Guinea, French Antilles, French Guyana, French Polynesia, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guadeloupe, Guatemala, Guinea, Honduras, India, Iran, Jamaica, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Lebanon, Lesotho, Liberia, Martinique, Mauritania, Mongolia, Mozambique, Nepal, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestine, Papua New Guinea, Paraguay, Peru, Qatar, Rwanda, Saint Barthélemy, Saint Martin, Saudi Arabia, Sierra Leone, Sri Lanka, Syria, Tajikistan, Tanzania, Trinidad and Tobago, Turkmenistan, Uganda, United Arab Emirates, Uruguay, Uzbekistan, Venezuela, Zambia, Zimbabwe.			
Country group 6	Afghanistan, American Samoa, Anguilla, Antarctica, Antigua (Barbuda), Aruba, Ascension Island, Bahamas, Barbados, Cambodia, Cape Verde Islands, Caribbean, Cayman Islands, Chad, Christmas Island, Comoros, Cook Islands, Cuba, Diego Garcia, Dominica, Eritrea, Ethiopia, Falkland Islands, Federated States of Micronesia, Fiji, Guam, Guayana, Guinea-Bissau, Haiti, Iraq, Ivory Coast, Kiribati, Laos, Macau, Madagascar, Malawi, Maldives, Mali, Marshall Islands, Mauritius, Mayotte, Micronesia, Montserrat, Myanmar, Namibia, Nauru, Netherlands Antilles, New Caledonia, Niue, Norfolk Island, North Korea, Northern Mariana Islands, Palau, Panama, Réunion, Saint Kitts and Nevis, Saint-Pierre and Miquelon, Samoa, Santa Lucia, São Tomé and Príncipe, Senegal, Seychelles, Solomon Islands, Somalia, St. Vincent and the Grenadines, Sudan, Suriname, Swaziland, The Bermudas, Togo, Tokelau, Tonga, Turks and Caicos Islands, Tuvalu, Vanuatu, Vietnam, Virgin Islands (GB), Yemen.			
Connection setup fee	The connection fee for calls made to foreign landline and mobile networks amounts to half of the per minute price of the country being called.			
Call billing increments	Per second			

Calling to foreign countries (international)	
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. Note: Calls from Switzerland to specific value-added services or special numbers abroad can be blocked.
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 on a cruise ship, for example, where the call is connected through satellite, are charged the normal Swiss domestic rate. The subscriber receiving the call will pay the satellite roaming rate for the incoming call (see roaming price list).
Call forwarding abroad	Calls forwarded to a foreign phone number will be charged at the usual standard rate for outgoing phone calls made to foreign numbers.

Contract Duration	
Minimum duration	None
Cancellation	The subscription may be canceled with a notice period of 60 days to the end of the minimum duration. Once the minimum duration has ended, the subscription can be canceled at any time with a notice period of 60 days to the end of any month.
How to cancel	Cancellation of the subscription must be made either by phone or via Sunrise Chat. See details on www.sunrise.ch/kuendigung . Cancellations by postal letter or e-mail are not valid. Cancellation by phone: Monday to Friday 08.00 - 19.00. From within Switzerland: 0800 100 600 (free of charge) From abroad: +41 (0)800 100 600 Cancellation via Sunrise Chat: Monday to Friday 08.00 - 19.00. Link to chat available at Cancellation Sunrise Help
Subscription migration	Switching between Sunrise Up Phone subscriptions is possible at any time.
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