

Sunrise Up Internet

The flexible landline network Internet portfolio with no additional landline connection fee, modularly combinable with landline phone and TV.



Sunrise Up Internet L

The Internet product for advanced users with several end devices.

	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 M landline product.
Activation fee	CHF 89.– 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
Discounts and Benefits	<p>Member Benefit Partner sport clubs</p> <ul style="list-style-type: none">- Subscription price CHF 39.50/month instead of CHF 79. –/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

Costs

Sunrise Up Benefit
- cannot be combined with the Member Benefit

General discount conditions:

- 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 with Fiber connection

Network

Fiber

Data volume

Unlimited

Download speed

Up to 1 Gbit/s

Upload speed

Up to 1 Gbit/s

IP address

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.

Internet services with HFC connection

Network

HFC Hybrid Fiber Coaxial

Data volume

Unlimited

Download speed

Up to 1 Gbit/s

Upload speed

Up to 100 Mbit/s

IP address

Usually dynamic for private customers.

Internet services with HFC connection

Individual speed

The transmission speeds listed represent optimum performance and are not guaranteed. Actual Internet speed depends on individual factors that are influenced by 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.

General information

	Contract duration
Minimum duration	12 months
Cancellation	The subscription may be canceled with a notice period of 60 days at the end of the minimum contract duration. Once the minimum duration has ended, the subscription can be canceled at any time with a notice period of 60 days at the end of any month.
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 Switzerland: 0800 100 600 (for free)- From abroad: +41 (0)800 100 600- Monday to Friday, 8 a.m. to 7 p.m. <p>Cancellation via Sunrise Chat</p> <ul style="list-style-type: none">- The link to the chat is available at sunrise.ch/cancellation- Monday to Friday, 8 a.m. to 7 p.m.
Early cancellation	If the contract is terminated before reaching the minimum contract duration, the recurring monthly basic fees for the remaining period must be paid in full.
Switching subscriptions	You can always switch between the Sunrise Up Internet subscriptions. For promotions, special conditions may apply.
Billing	The basic fee is billed after activation. The basic fee is automatically billed on a monthly basis until the option is canceled. With activations or cancellations during a current billing month, the basic fee will be charged on a pro-rated basis.
	Miscellaneous
Landline phone	An Internet subscription is required in order to take advantage of Sunrise landline calling services. Please refer to the factsheets for Up Phone M or Up Phone L for the terms and conditions.
Fiber optics	For information on the fiber optic connection and its availability, see sunrise.ch/fiber
Sunrise mobile broadband	If the network bandwidth over the landline network is insufficient, Sunrise may provide this service to customers over the mobile network instead (Sunrise mobile broadband, fixed wireless access). The hardware required to do so is intended for use at a single site and must not be used at a location other than the installation address on the order.

Miscellaneous	
Surf protect home	<p>Surf protect home is included in every Up Internet rate plan free of charge.</p> <p>Protection for surfing on the landline network and over WLAN. The option protects all devices connected to the Internet with your Sunrise Internet box. By checking if any of the websites accessed from a device that is connected to the landline network pose a threat, the option prevents the transfer of malware.</p> <p>*Surf protect home is not available for Fixed Wireless Access and Sunrise Mobile Broadband solution</p>
Home installation	<p>CHF 199.– fixed price</p> <p>Included: installer's travel times to and from customer, analysis of existing home installation, basic connection to network home junction box (UPK); if necessary, router installation (connection to power and phone outlets, router commissioning, connection configuration for one computer (via Ethernet, Wi-Fi, or a connection kit), connection of a maximum of two phone/fax devices, landline, Internet and Sunrise TV operational check, short introduction to Sunrise TV</p> <p>Not included in the scope of services: Installation and laying of wiring of any kind, installation and assembly of TV screens and home cinemas, hardware accessories (such as ethernet cable and powerline connection kit)</p>
Service fees	See price list service fees
Support	Free technical phone support at 0800 707 707 (Mon. – Sat., 8:00 a.m. – 10:00 p.m., Sun. 9:00 a.m. – 10:00 p.m.)
Components of the contract	<ul style="list-style-type: none"> • Sunrise General Terms and Conditions • Sunrise Special provisions for Internet, landline and TV • Sunrise mail Terms of Use • Customer Contract • Special promotional terms and conditions (if applicable)
Version	15.04.2022

Up Phone M



Sunrise landline calling with no basic monthly fee for the infrequent user. With no landline connection fee.

Landline calling

	Costs
Basic monthly fee (without discount)	There are none. Only the individual connections are charged to your bill.
Landline connection fee	Included
Activation fee	None
Requirement	You must have a Sunrise Up Internet subscription for this service.
	Calling in Switzerland
Calls to landlines	CHF 0.13 + connection setup fee CHF 0.20/call Calls to special numbers (e.g., 084x, 090x, 18xx) and value-added services are not included.
Calls to mobile networks (all providers in Switzerland)	CHF 0.43 + connection setup fee CHF 0.20/call Calls to special numbers (e.g., 084x, 090x, 18xx) and value-added services are not included.
Call billing increments	Per second
Incoming calls	for free
Connection setup fee	There is no connection setup fee for free calls.
Special and short numbers	You can find the price list at https://www.sunrise.ch/en/residential/help/rechnung-und-zahlung/spezial--und-kurznummern.html
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	for free
Saving voice messages	8 days Sunrise mailbox, 15 days Sunrise mailbox pro
Phone number suppression	Possible

Calling to foreign countries (international)	
Calls to foreign landlines	Country group 1: CHF 0.30/min. Country group 2: CHF 0.40/min. Country group 3: CHF 0.65/min. Country group 4: CHF 0.70/min. Country group 5: CHF 1.20/min. Country group 6: CHF 1.35/min.
Calls to foreign mobile networks	Country group 1: CHF 0.60/min. Country group 2: CHF 0.80/min. Country group 3: CHF 0.85/min. Country group 4: CHF 0.90/min. Country group 5: CHF 1.20/min. Country group 6: 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	<p>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.</p> <p>Note: Calls from Switzerland to specific value-added services or special numbers abroad can be blocked.</p>
Toll-free numbers	<p>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.</p>
Calls to participants with a satellite number	<p>Calls made from Switzerland to participants with a satellite number (e.g., with area code 0087 or 0088) are charged at higher per-minute rates of up to about CHF 15.– depending on the satellite network used.</p>
Call forwarding abroad	<p>Calls forwarded to a foreign phone number will be charged at the usual standard rate for outgoing phone calls made to foreign numbers.</p>

Contract duration	
Minimum duration	None
Cancellation	<p>The subscription may be canceled with a notice period of 60 days at the end of the minimum contract duration. Once the minimum duration has ended, the subscription can be canceled at any time with a notice period of 60 days at the end of any month.</p>
Switching subscriptions	<p>You can always switch between Sunrise Up Phone subscriptions free of charge.</p>

Miscellaneous

Phone number porting

You can keep your old phone number when you switch to Sunrise, even if you will be switching to an area with a different area code (e.g., from 031 to 044). When this occurs, your area code will no longer be associated with the area you live in.

If the old phone number is not ported and a new phone number is activated, the old phone number will remain blocked for six months. After that, it will be given to someone else.

Sunrise will take care of the formalities associated with porting.

Alarm

Up Phone M and Up Phone L are not meant to be used with security systems with analog dial devices (e.g., alarms). For more information, please contact our support department.

Telephone hardware

Not included. The device must be connected to the Sunrise Modem and be compatible with the Sunrise landline infrastructure.

Emergency calls

As a rule, emergency calls can only be guaranteed for the installation address specified in the contract.

Available options

Mycountry flat option	Flat calls to a country of choice
Global option	Lower per-minute rates to many countries

Support

Free technical phone support at 0800 707 707
(Mon. – Sat., 8:00 a.m. – 10:00 p.m., Sun. 9:00 a.m. – 10:00 p.m.)

Components of the contract

- Contract for Internet, landline and TV services
- Special provisions for Internet, landline and TV
- Sunrise mail Terms of Use
- General terms and conditions

Version

01/04/2022