

Sunrise Up Mobile M

The flatrate for Switzerland. No minimum duration.

- Unlimited calls to all networks in Switzerland
- Unlimited SMS within Switzerland
- Unlimited surfing at speeds of up to 500 Mbit/s with 5G (where available)
- Up Extra included in the subscription:
 - Internet security

Mobile subscription

| | Costs |
|-------------------|---------------------------------|
| Basic monthly fee | As shown on current price lists |

| Costs | |
|---------------------------------------|--|
| Benefits and discounts | <p>Member Benefit Partner sport clubs</p> <ul style="list-style-type: none"> - Subscription price CHF 24.-/month instead of CHF 59. -/month (New Customers) - Subscription price CHF 29.50/month instead of CHF 59. -/month (Existing Customers) <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: <p>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.</p> |
| Activation fee (including SIM) | CHF 0.– instead of CHF 55. – (during promotional period) |
| Mobile Internet in Switzerland | |
| Data volume | Unlimited |
| 5G high-speed data | Unlimited |
| Maximum speed | 5G network (high speed) 500 Mbit/s (download) and 250 Mbit/s (upload) |

Mobile Internet in Switzerland

| | |
|------|--|
| Note | <p>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.</p> <p>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.</p> |
|------|--|

Calling in Switzerland

| | |
|---|--|
| Calls to Sunrise mobile network | Unlimited Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded. |
| Calls to other Swiss mobile and landline networks | Unlimited Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded. |
| 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 the price list for special and short numbers.</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 centimes per minute (plus VAT, maximum cost for a domestic connection to a landline network). Final amount per call is rounded to 10 centimes.</p> |
| Blocking value-added service numbers | Chargeable value-added numbers (090x numbers) can be blocked on request. |
| Toll-free numbers | 0800: Calls to these numbers are free |
| Call forwarding | Free of charge to the Sunrise mailbox. Otherwise, you will be charged the amount that would be due if you called the forwarding number from your 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 |

| International calls | |
|---|--|
| Calls to foreign countries | 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: |
| Standard rates | See prices for international calling |
| SMS/MMS to foreign countries | CHF 0.25 per SMS CHF 1 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 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. |
| 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 participants 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 a satellite number (e.g., with area code 0087 or 0088) are charged at higher per-minute rates of up to approx. 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. |
| International calls and mobile Internet (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, MMS) at the standard rate is activated by default. - Calls made to the Sunrise mailbox are free worldwide. - Attractive data roaming packages. |
| Activation and deactivation of roaming at the standard rate | 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. Calls and SMS roaming are activated by default when abroad. |

International calls and mobile Internet (roaming)

| | |
|-------------------------------|--|
| Sunrise Cockpit | <p>The Sunrise Cockpit is available at: cockpit.sunrise.ch (free access worldwide). The Cockpit offers the following features:</p> <ul style="list-style-type: none">- Roaming settings<ul style="list-style-type: none">- Turn the Sunrise mailbox on or off when abroad- Enable or disable calls, SMS and data connections on ships and in airplanes- Activation and deactivation of roaming at the standard rate- Choose to receive/not receive roaming info SMS- Cost protection limit for data roaming- Information on installed data packages- Information on data volume used- Purchase of attractive roaming options- Roaming standard rates |
| Roaming standard rates | <p>Usage-based prices depend on the country of travel (Regions 1-3). 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.</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 | <p>Calls made to 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.</p> |
| Toll-free numbers | <p>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.</p> |
| Satellite roaming | <p>Roaming via satellite connections, such as on airplanes and cruise ships, is 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> |
| Forwarding to Sunrise mailbox | <p>Free</p> <p>Deactivate mailbox: #145# Activate mailbox: *145#</p> |
| Listening to voice messages | <p>Calls made from abroad to the Sunrise mailbox to listen to voice messages are charged at the standard roaming rate.</p> |

International calls and mobile Internet (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 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 Roaming Cockpit or My Sunrise. When 50% of the set limit is reached, an info SMS is sent for cost control purposes. Once the cost limit is reached, roaming data traffic will be blocked until the end of the month.</p> <p>To remove the block for the current month: SMS (free) with the text UNBLOCK to 3310</p> <p>The roaming cost limit Sunrise data alert contains the roaming data costs accrued within one calendar month, excluding any charges for roaming options or roaming data packages.</p> <p>The roaming cost limit contains the roaming data costs accrued within one calendar month. Under certain conditions and depending on the country in which the customer is surfing, there may be a time delay between the generated roaming volume and the receipt of an alert SMS or blocking of data traffic.</p> |

Up Extra

| | |
|----------|---|
| Up Extra | <p>The following Extra is already included in the subscription:</p> <ul style="list-style-type: none">• Internet security with Sunrise surf protect <p>This Up Extra is activated automatically and is valid for Up Mobile M, L and XL subscriptions. When switching to another subscription, a charge will apply for the activated Up Extra.</p> <p>Up Extra Internet security with Sunrise surf protect is deactivated when the subscription is canceled.</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. |

Contract duration

| | |
|---|---|
| Subscriptions with minimum duration, cancellation | <p>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.</p> |
| Early cancellation, costs | <p>If the subscription is canceled before the end of the minimum contract period, the customer must pay the recurring monthly basic fees 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 customer may only cancel their contract without observing the regular notice period if they pay 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 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 (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 subscription | <p>For all subscriptions, it is possible to switch to a subscription with a higher basic monthly fee at any time and free of charge.</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 | <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 purchases or changes a mobile subscription during the course of a billing month, the basic monthly fee and included services (minutes, SMS, MB, etc.) are billed on a pro rata basis.</p> |
| <h2>Miscellaneous</h2> | |
| Included credit | <p>Any part of your 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 fees.</p> |

| Miscellaneous | | | | | | | | | | | | | | | | | | | |
|--|---|---------------------|---|---------------------|---|---------------------|---|--|--|----------------------|----------------------------------|--------------------|--|---------------------------|-------------------------|-----------------|------------------|---------------------|-----------------------|
| Replacement SIM | CHF 55 to replace a SIM or obtain a SIM in a new format. | | | | | | | | | | | | | | | | | | |
| Bill | Bill by e-mail: free Bill by mail without detailed call statement: CHF 3 Bill by mail with detailed call statement: CHF 4 | | | | | | | | | | | | | | | | | | |
| Wi-Fi Calling | When there is weak reception inside your home, Wi-Fi Calling will improve reception for mobile calls. More information at: 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 with installment payments. | | | | | | | | | | | | | | | | | | |
| Sunrise network coverage | See network coverage map . | | | | | | | | | | | | | | | | | | |
| Available options | <table border="0"> <tr> <td>travel talk options</td> <td>Lower priced calling while abroad (roaming)</td> </tr> <tr> <td>travel days options</td> <td>Lower priced calling and surfing while abroad</td> </tr> <tr> <td>travel data options</td> <td>Lower priced surfing while abroad (roaming)</td> </tr> <tr> <td>travel unlimited US & Canada option while abroad</td> <td>Lower priced international calling and calling</td> </tr> <tr> <td>international option</td> <td>Lower priced international calls</td> </tr> <tr> <td>my country options</td> <td>Unlimited calls to a country of choice</td> </tr> <tr> <td>We Connect extra SIM surf</td> <td>Surf on a second device</td> </tr> <tr> <td>protect options</td> <td>Device insurance</td> </tr> <tr> <td>call protect option</td> <td>Call misuse insurance</td> </tr> </table> | travel talk options | Lower priced calling while abroad (roaming) | travel days options | Lower priced calling and surfing while abroad | travel data options | Lower priced surfing while abroad (roaming) | travel unlimited US & Canada option while abroad | Lower priced international calling and calling | international option | Lower priced international calls | my country options | Unlimited calls to a country of choice | We Connect extra SIM surf | Surf on a second device | protect options | Device insurance | call protect option | Call misuse insurance |
| travel talk options | Lower priced calling while abroad (roaming) | | | | | | | | | | | | | | | | | | |
| travel days options | Lower priced calling and surfing while abroad | | | | | | | | | | | | | | | | | | |
| travel data options | Lower priced surfing while abroad (roaming) | | | | | | | | | | | | | | | | | | |
| travel unlimited US & Canada option while abroad | Lower priced international calling and calling | | | | | | | | | | | | | | | | | | |
| international option | Lower priced international calls | | | | | | | | | | | | | | | | | | |
| my country options | Unlimited calls to a country of choice | | | | | | | | | | | | | | | | | | |
| We Connect extra SIM surf | Surf on a second device | | | | | | | | | | | | | | | | | | |
| protect options | Device insurance | | | | | | | | | | | | | | | | | | |
| call protect option | Call misuse insurance | | | | | | | | | | | | | | | | | | |
| Set-up/personalization | Find useful information and more options for your product at sunrise.ch/help . These include product set-up, call forwarding, call suppression and tips for the security of your product. | | | | | | | | | | | | | | | | | | |
| Support | Free technical phone support at 0800 707 707 | | | | | | | | | | | | | | | | | | |
| 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 telephony services – General Terms and Conditions <p>All documents are available at www.sunrise.ch/gtc.</p> | | | | | | | | | | | | | | | | | | |
| Last updated | 05/2022 | | | | | | | | | | | | | | | | | | |