

Sunrise Up Mobile S

The flexible mobile subscription with no minimum duration:

- Unlimited calls to Sunrise and UPC Mobile
- Unlimited calls to 3 numbers of your choice in every Swiss network
- Unlimited SMS/MMS in Switzerland
- Unlimited surfing in Switzerland
- 3 GB per month at speeds of up to 50 Mbit/s with 5G (where available)

Mobile subscription

	Costs
Basic monthly fee	As shown on current price lists on sunrise.ch

Costs	
Benefits and discounts	<p>Member Benefit Partner sport clubs</p> <ul style="list-style-type: none"> - Subscription price CHF 17.-/month instead of CHF 25.-/month - The Associations 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 MySunrise, 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 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)
Options activated by default	<ul style="list-style-type: none"> - Sunrise speed option: Continue surfing at 50 Mbit/s once the included data volume has been used up. CHF 1.50/day until the end of the billing month. Option can be permanently deactivated. See information below on the Sunrise speed option.
Mobile Internet in Switzerland	
Data volume	Unlimited

Mobile Internet in Switzerland

5G high-speed data	<p>3 GB/month included</p> <p>Once the included 5G speed volume has been used up, the speed will be reduced (256 kbit/s download speed and 128 kbit/s upload speed) as long as the Sunrise speed option is not activated.</p>
Maximum speed	5G network (high speed) 50 Mbit/s (download) and 25 Mbit/s (upload)
Data billing increments	<p>In 20 KB increments.</p> <p>Every partially used unit will be billed as a full unit.</p>
Sunrise speed option	<p>This option is activated by default. After using up the 5G speed volume included in the respective Sunrise Mobile rate, you can automatically keep surfing at 5G speeds (up to 50 Mbit/s) for just CHF 1.50 per day. The day runs from the time of first use until midnight of the same day.</p> <p>This option can be permanently deactivated at any time, in which case the customer will be able to keep on surfing free of charge and without limitation, 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. When streaming audio or video, it may take longer than usual to buffer. Websites containing large files may also take longer to load.</p>
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>

Calls within Switzerland

Calls to Sunrise and UPC Mobile	<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 and landline networks	<p>Unlimited calls to 3 favorite Swiss phone numbers of one's choice.</p> <p>All other calls CHF 0.55/min.</p> <p>Calls to special numbers (e.g., 084x, 090x, 18xx), short numbers and value-added services are excluded.</p> <p>The favorite phone numbers can be changed each month in My Sunrise.</p>
SMS, MMS to all Swiss networks	Unlimited
Incoming calls	Free

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): 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.
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 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	<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>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.</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 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).

International calls	
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	<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>Calls and SMS roaming are activated by default when abroad.</p>
Sunrise Cockpit	<p>The Roaming Cockpit is available at: cockpit.sunrise.ch/en (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 while abroad - Enable or block calls, SMS and data connections on ships and airplanes - Activation, 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 in which one is 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/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	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.

International calls and mobile Internet (roaming)

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	Roaming via satellite connections, such as on airplanes and cruise ships, is charged at higher rates. Only satellite connections via call/SMS/MMS are possible. Data roaming is blocked.
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	Free Deactivate mailbox: #145# Activate mailbox: *145#
Listening to voice messages	Calls made from abroad to the Sunrise mailbox to listen to voice messages are charged at the standard roaming rate.
Hierarchy of roaming credit and options	If several roaming credits or roaming options are in place during a stay abroad, they will be used and billed in the following order: <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	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. 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. To remove the block for the current month: SMS (free) with the text UNBLOCK to 3310 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. 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.

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 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 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	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 pro rata basis.

Miscellaneous																			
Included credit	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.																		
Service fees	See price list for service fees .																		
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" style="width: 100%;"> <tr> <td style="width: 50%;">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
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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>																		
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