

Swiss Travel

The flexible mobile subscription for Switzerland, Germany, France, Italy, Austria, Liechtenstein as well as Spain, Greece and Portugal.
No minimum duration.

- Calls and SMS:
 - Unlimited in Switzerland
 - Unlimited from Switzerland to one of the included countries (international)
 - Unlimited in the included countries (roaming)
- Surfing:
 - Unlimited in Switzerland at high speed
 - Unlimited in the included countries, including 40 GB at high speed

Mobile subscription

	Costs
Monthly base fee	As shown on current price lists
Activation fee (incl. SIM)	See price list for service fees
Benefits and discounts	<p>Sunrise Up Benefit</p> <ul style="list-style-type: none"> - When combined with a Sunrise Up Internet subscription, you get CHF 10.– off the base monthly fee for your Up Internet subscription. <p>surf protect Up Extra</p> <ul style="list-style-type: none"> - surf protect is included free of charge and offers protection while surfing the mobile network. The option checks whether websites pose a threat to prevent malware from being transmitted. <p>General discount conditions:</p> <ul style="list-style-type: none"> - To benefit from the discounts and advantages mentioned, all products must be charged on the same bill. - For subscriptions with offer-related benefits (e.g. subscriptions with a reduced base fee, subscriptions with free services or subscriptions with free or discounted hardware), the Sunrise Up Benefit will be paused during the promotion period. For promotions with a reduced base fee, this applies to the period during which the discount is valid. For promotions with free or discounted hardware, this applies to the specified minimum contract duration of the subscription that is eligible for a discount.
	Mobile Internet in Switzerland
Data volume	Unlimited
Maximum speed	5G network (high speed) 100 Mbit/s (download) and 50 Mbit/s (upload)

Mobile Internet in Switzerland	
Note	<p>Transmission speeds represent the best-possible performance and cannot be guaranteed. The 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 deprioritise data traffic of customers who reach a certain threshold. This generally only becomes noticeable when engaging in data-intensive activities and only on antenna cells that are temporarily overloaded. Please visit our website for more information.</p>
Calls within Switzerland	
Calls	<p>Unlimited</p> <p>Calls to special numbers (e.g. 084x, 090x, 18xx), short numbers and value-added services are excluded.</p>
SMS 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 price list for special and short numbers.</p> <p>084x (0840, 0842, 0844, 0848): The same rate for shared cost numbers applies, regardless of the location in Switzerland from which the call is made, but at most 7.5 centimes per minute (plus VAT, maximum cost for a domestic connection to a landline network). The final amount per call is rounded to the nearest 10 centimes.</p>
Blocking value-added service numbers	Fee-based 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, the connection setup fee that would be due if you called the forwarding number from your own phone is charged.
Listening to voice messages	Free
Saving voice messages	15 days
Connection setup fee	None
International calls	
Countries included in the Swiss Travel subscription	Germany, France, Italy, Austria, Liechtenstein, Spain, Greece and Portugal. Overseas territories of the countries listed are excluded.

	International calls
Calls/SMS:	<p>Unlimited and free to the included countries.</p> <p>Calls to special numbers, short numbers and value-added services are excluded. Other countries are charged at the standard rate.</p>
Calls/SMS to other countries	<p>The prices depend on the country you call. If the relevant subscription doesn't have any credit or if all the credit has been used up, calls to foreign countries are charged at the standard rate.</p> <p>See price list for international calls</p>
Call billing increments	By the minute. Every partially used minute is 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 while abroad may incur 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 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 pays 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 participants with a satellite number (e.g. with the area code 0087 or 0088) are charged at higher per-minute rates of up to around CHF 16.– depending on the satellite network used.
International call forwarding	Calls forwarded to an international phone number are charged at the standard rate for international calls.

	Calls and mobile Internet abroad (roaming)
Countries included in the Swiss Travel subscription	Germany, France, Italy, Austria, Liechtenstein, Spain, Greece and Portugal. Overseas territories of the countries listed are excluded.
Mobile Internet	<p>Unlimited data volume in the included countries, including 40 GB at the highest possible speed, then at a reduced speed. (Downloads 256 kbit/s, uploads 128 kbit/s)</p> <p>A speed of 256 kbit/s is sufficient for using basic Internet features such as email, messaging and surfing. Audio or video streaming may take longer to buffer than usual. Websites containing large files may take longer to load.</p> <p>The maximum-possible speed (high speed) depends on the mobile network in the foreign country. High speed is not available everywhere. A list of countries/roaming partners can be found at sunrise.ch/en/roaming</p>
Calls/SMS:	<p>Countries included in the Swiss Travel subscription</p> <ul style="list-style-type: none"> • Unlimited within a country • Unlimited from one country to another • Unlimited to Switzerland • Incoming calls free of charge <p>Calls to special numbers, short numbers and value-added services are excluded. Other regions and countries are charged at the standard roaming rate.</p>
Rates for other countries	Prices are based on the standard roaming rate
Overview of roaming 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. - Incoming voice messages 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 while abroad and can be activated in the Roaming Cockpit.</p> <p>Call and SMS roaming are activated by default while 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 worldwide and offers the following functions:</p> <ul style="list-style-type: none"> - Information on installed roaming options - Purchase of attractive roaming options - Management of roaming settings <ul style="list-style-type: none"> - Disabling roaming - Allowing or blocking calls and SMS on ships and aeroplanes - Activating and deactivating data roaming at the standard rate - Choosing to receive/not receive roaming SMS info notifications - Changing roaming-cost limit

Calls and mobile Internet abroad (roaming)	
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 package, or 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 and rounded to the nearest 10 centimes per call.</p> <p>Exception: outgoing calls 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, for example on airplanes and cruise ships, is charged at higher rates.</p> <p>Only satellite connections via call/SMS are possible. 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 the 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.
Hierarchy of roaming credit and options	<p>If several roaming credits or roaming options are in place during a stay abroad, they are 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.

Calls and mobile Internet abroad (roaming)	
Roaming cost control	<p>Every time you travel abroad, you 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 set limit is reached, a notification is sent by SMS for cost-control purposes. Once the cost limit has been reached, roaming is 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>
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 cancelled with a notice period of 60 days to the end of any month.
Subscriptions with a minimum duration, cancellation	Certain offers may be linked to a minimum contract duration. The terms and conditions of the offer apply. In this case, the mobile phone contract can be cancelled with a notice period of 60 days to the end of the minimum contract duration. Once the minimum contract duration has expired, the contract may be cancelled with a notice period of 60 days to the end of any month.
Early cancellation, costs	<p>If the subscription is cancelled before the end of the minimum contract duration, the monthly recurring basic fees must be paid in full up to the end of the minimum contract duration.</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 duration or for those where the minimum contract duration has expired, the contract may only be cancelled without observing the regular notice period by paying the basic monthly fees up to the regular cancellation date, plus an additional CHF 100.—.</p>

Contract duration	
How to cancel	<p>Customers must cancel their subscription either by phone or via the Sunrise chat. More details are available at sunrise.ch/cancellation. Cancellations by letter or email are not considered valid. Written cancellations are still accepted for cancellations involving number porting, as long as such a 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's 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 base fee is billed after activation. The base fee is automatically billed on a monthly basis until the option is cancelled. 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.</p>

Miscellaneous	
Price adjustment	<p>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 1 January 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.</p>
Included credit	<p>Any part of your included data and call allowance that is not used in a specific billing period expires and does not roll over to the subsequent billing period.</p>
Service fees	<p>See price list for service fees.</p>
Wi-Fi calling	<p>When there is weak reception inside your home, Wi-Fi calling improves reception for mobile calls. More information: sunrise.ch/en/wificalling.</p>
Device plan	<p>One device can be purchased with each subscription for a down payment starting at CHF 1.– and 24 monthly instalments, with no interest and no extra charges. With the We Connect extra SIM surf option, a second device can be purchased together with the subscription with payment in instalments.</p>

	Miscellaneous
Sunrise network coverage	See network-coverage map .
Set-up/personalisation	You can find useful information and more options for your product at sunrise.ch/en/help . This includes details on setting up your product, transferring calls, suppressing your phone number as well as tips for keeping your product secure.
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 usage of mobile Internet - Special provisions for mobile-phone services - General Terms and Conditions <p>All documents are available at www.sunrise.ch/qtc.</p>
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