

Family calls europe & us

- Free and unlimited calls for family members (in Switzerland, Europe, the US & Canada).
- Valid for mobile subscriptions and landline on the same bill

Option for customer accounts

	Costs
Basic monthly fee	CHF 5.– CHF 0.– for the combination of a We Mobile and a We Home product on the same bill
	Services
Description	<p>Sunrise Family calls europe & us offers families unlimited calls (in Switzerland, Europe, the US & Canada). It's suitable for a family that is already using several Sunrise products (landline and mobile networks) and receives a combined bill for all of them. Calls via data-driven applications like WhatsApp, Facetime, Skype, etc., are not included.</p> <p>Family calls europe & us is an option for customer accounts, which is why it can only be installed once per family and isn't allocated to a specific mobile or landline network subscription. Changes (activation/deactivation) are communicated to all family members via SMS.</p>
Conditions	<p>To benefit from Family calls europe & us, the following conditions must be met cumulatively:</p> <ul style="list-style-type: none"> • At least two Sunrise products on the same bill • At least one We, Fresh or Up Mobile subscription • Customer has an active "Family calls europe & us" option <p>We Mobile subscriptions: We Mobile M, We Mobile L, We Mobile XL, We Mobile M young, We Mobile L young, We Mobile XL young</p> <p>Fresh / Up Mobile: Fresh Mobile M, Fresh Mobile L, Fresh Mobile XL Up Mobile M, Up Mobile L, Up Mobile XL</p> <p>When We Mobile combined with a We Home product on the same bill, the "Family calls europe & us" option is free of charge:</p> <p>We Home: We Home S, We Home M, We Home L, We Home S loyalty, We Home M loyalty, We Home XL+</p>

Services	
Examples of use	<p>Included use:</p> <ul style="list-style-type: none"> • Calls from the family landline to a family mobile subscription in Europe, the US or Canada • Incoming calls in Europe, the US or Canada from another mobile subscription or the family landline • Outgoing calls in Europe, the US or Canada to another mobile subscription or the family landline <p>For calls from Europe, the US and Canada to a family member who is at that moment in a country in another region:</p> <ul style="list-style-type: none"> • No charges for the mobile subscription making the call • Standard charge per minute for the mobile subscription receiving the call while abroad (for an incoming roaming call)
Countries (Europe, the US and Canada)	<p>Andorra, Austria, Belgium, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Greenland, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, the Netherlands, Norway, Poland, Portugal (incl. Madeira, the Azores), Romania, San Marino, Slovakia, Slovenia, Spain (incl. the Canary Islands, the Balearic Islands), Sweden, Switzerland, Turkey, the United Kingdom, the US (incl. Alaska, Hawaii, Puerto Rico), Vatican City.</p> <p>Overseas territories of the countries listed are excluded.</p>
Usage	
Activation	The services are made available from midnight (CET) following activation of the option.
Registration	<ul style="list-style-type: none"> • For mobile subscriptions at cockpit.sunrise.ch (free access worldwide) • Online at sunrise.ch/MySunrise • At any Sunrise Shop • By contacting our call center: 0800 707 505 <p>All registered users will receive an SMS once Family calls europe & us is active.</p>
Deactivation	If the conditions are no longer met, the option is automatically deactivated and an SMS stating that Family calls europe & us can only be used until midnight (CET) on the last day of the month is sent.
Duration	1 month. The duration is based on the number of calendar days in the activation month.
Renewal	At the end of each month, the option is automatically renewed at midnight (CET).
Cancellation	The option can be canceled at the end of each month. The option can be used until midnight on the last day of the duration of the contract. The option is canceled automatically if the conditions are no longer met.
Billing	If activation occurs in the middle of the month, the remaining portion of the partial month is billed on a pro rata basis. The fee for the option will then be billed automatically on a monthly basis until it is canceled. If a customer cancels during the current billing month, the basic fee for the entire month will apply.
Bill	All calls made between family members are shown as free "Family" calls on the Sunrise bill.

	Miscellaneous
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 proper 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>
Version	June 2022