

Press Release

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Also important in times of crisis: Sunrise offers the best service

- **If you can't visit a shop because of restrictions on going out and social contact, a powerful customer hotline is even more important.**
- **Sunrise sets the highest standards for customer service as well as its mobile network and is the winner of the connect mobile phone hotline test (issue 5/2020).**
- **Sunrise offers the best customer service of all mobile network providers in Switzerland, Germany and Austria (DACH region).**
- **In summary: Sunrise hotline employees are competent, service-oriented, very easy to reach, and answer questions correctly and professionally.**

«I am very pleased that our customer services have been recognized once again. The reliability of our networks and service has never been more important. This test win also shows that we are there for our customers - now more than ever», says André Krause, CEO of Sunrise, delighted with the connect mobile phone hotline test.

Whether it's questions about devices, the network or individually tailored subscriptions: according to the connect mobile phone hotline test (issue 5/2020), Sunrise customer service employees answer all concerns correctly in a competent, service-oriented and professional manner. Professionals are at work here. And with a glance at its excellent mobile network, connect notes that Sunrise sets equally high standards in customer service.

Best hotline of all mobile network operators in the DACH region

Sunrise sets the standard for mobile phone hotlines not only in Switzerland, but achieved the best result in comparison to mobile network operators in Germany and Austria as well.

Connect confirms the best service in the Sunrise customer care and in the [Sunrise shops](#) (connect mobile shop test, issue 7/2019) as well as the [outstanding mobile network](#) (connect mobile network test, issue 1/2020).

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