

Press Release

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Double victory: Customer barometer distinguishes Sunrise as the best mobile and Internet provider in Switzerland

- **Sunrise achieves a double victory as the overall winner of the connect customer barometer for the mobile network operator, while also coming out on top in PC Magazin's customer barometer as the best Internet provider in Switzerland.**
- **In the mobile network barometer, Sunrise "clearly outperformed last year's winner Swisscom". In addition, the company snagged the title of best Internet service provider for the second year in a row, above all "surpassing its competitors in network quality".**
- **The ratings Sunrise received in various categories for both customer barometers are among the highest in the DACH region (Germany, Austria, Switzerland). These include network quality ("Network" category, Internet provider), "Rate & Billing" (mobile provider), and customer service (mobile provider).**
- **The coronavirus crisis has clearly demonstrated the importance of reliable telecommunications services. With its customer barometer, connect examines how satisfied mobile customers are, while PC Magazin and its sister publication PCgo assess which providers offer their Internet customers the best service.**

"This double victory as the best mobile and Internet provider in Switzerland confirms our quality strategy. Our customers in particular appreciate these awards, because we offer the best quality and the best customer service at a strong price," said André Krause, CEO of Sunrise.

PC Magazin and PCgo made the following statement: "Millions of citizens continue to work from home, and it is likely that, through this longer-term experience, they have become aware of how good or poor the quality of their own Internet access actually is. For many Internet users, fluctuations in speed or even complete disruptions to their service are still part of everyday life. As a result, quite a few customers may start looking around for a provider who offers a better overall package. This is where our customer barometer comes in." connect writes: "A glance behind the scenes often reveals more than the beautiful surrounding facade."

For its mobile network customer barometer, connect surveyed 503 customers, while PC Magazine and its sister publication PCgo surveyed 447 customers in Switzerland for their Internet provider customer barometer.

For the mobile network operator barometer, Sunrise received the highest ratings in the categories "Brand/Provider" (e.g., recommendation rate, innovation, image) and "Rate & Billing". Sunrise also took the top spot in the category "Customer Service" (e.g., friendliness, response quality, finding a solution at the first point of contact). As an Internet provider, Sunrise secured another lead in the "Network" category.

The ratings in the individual categories of both barometers are among the highest in the entire DACH region. Sunrise has hereby won both surveys and achieved a double victory overall. After taking victory in last year's Internet provider customer barometer, Sunrise has come out on top for the second year in a row.

The customer barometer has crowned Sunrise the overall winner with ratings of 1.8 for its mobile network and 1.9 as an Internet provider (German grading system: 1 = highest grade, 6 = lowest grade).

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