

Press Release

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Sunrise voted again best provider for business and private customers

- **BILANZ Telecom Rating 2020: Sunrise is the first provider in Switzerland to win all three categories as "Best Universal Provider", for large customers, for SMEs and for private customers.**
- **This is the fifth time in a row that Sunrise has been named "Best Universal Provider" in various categories in the BILANZ Telekom Rating.**
- **Sunrise is voted telecom winner of the Computerworld Top 500 Satisfaction Survey for the third time in a row and, with the 2020 edition, is rated "the perfect partner" when it comes to telecommunications for businesses.**
- **BILANZ Telekom Rating 2020 and Computerworld Top 500 Satisfaction Study 2020 confirm the double victory Sunrise has already achieved in the connect customer barometer for mobile network operators and PC Magazin's customer barometer for Internet providers.**

"Sunrise is successfully applying its quality strategy. By focusing on the best network, customer needs, outstanding service and innovative offers, we have been gaining market share for years. This is also reflected in the independent customer surveys. For years, customers have voted Sunrise the best telecom or universal provider for business and private customers. We thank our customers for this trust. We will continue to go the extra mile for them in the future in order to further expand our No. 1 position", comments André Krause, CEO of Sunrise, on the results.

The "Best Universal Provider" in the BILANZ Telecom Rating 2020

Sunrise is the first provider in Switzerland to be voted the best universal provider in all three categories "large customers", "SMEs" and "private customers" in the BILANZ Telecom Rating 2020. In previous years, Sunrise had already been rated "best universal provider" in various categories in the largest independent customer survey in the Swiss telecoms market.

BILANZ sums up: *"Anyone who is not a cherry-picker and wants to obtain all their telecom services from a single source can choose between Swisscom, Sunrise, UPC and Salt - at least until the merger between UPC and Sunrise is completed. The best choice is Sunrise - for private customers, SMEs and large customers: a first in the history of the telecom rating".*

Winner of Computerworld Top 500 Satisfaction Study 2020

In Computerworld's Top 500 Satisfaction Study 2020, business customers also voted for Sunrise as the telecom winner. This is the third time in a row that Sunrise has won this survey in the telecom sector. Sunrise also outperforms the competition in every single survey category: quality, price, customer orientation, industry know-how, consulting before and support after sales.

Computerworld states: *"Sunrise thus occupies the best place among Swiss telecommunications providers. In particular, the company's customer advisors seem to be doing a good job. Because in this category Sunrise clearly outperforms all other providers".*

Double victory: Sunrise named best mobile and Internet provider in Switzerland

The special interest magazines connect and PC Magazin also conducted customer surveys in the spring. Sunrise was voted best provider by both the connect customer barometer for the mobile network operators and PC Magazin's customer barometer for Internet providers.

Full details of the customer ratings in the BILANZ Telecom Rating 2020 and the Computerworld Top 500 Satisfaction Study 2020 can be found in the BILANZ and Computerworld articles:

- BILANZ: http://www.bilanzmedia.ch/presse/BIL_09-20_Telekom_Rating.pdf
- Computerworld: <https://www.computerworld.ch/business/business-it/so-bewerten-schweizer-top-entscheider-ict-anbieter-1701708.html>

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