Cancelling a mobile or internet plan

Notice period and form are set by the provider's terms. Sunrise only accepts cancellations by phone or live chat and states: "Written cancellations by mail, fax or e-mail are not valid." At Swisscom, for most plans the notice must arrive at least 60 days before the contract ends.

Fill in the fields in square brackets.

Note, delete before sending: Sunrise only accepts cancellations by phone or live chat, a letter is not valid there (sunrise.ch, as at 1 Nov 2026). For other providers, check notice period and form in the contract terms.

[First name Last name]
[Street, postcode, town]

Registered mail
[Name / company]
[Street, postcode, town]

[Place], [DD.MM.YYYY]

Cancellation of my plan [name of the plan], customer number [number]

Dear Sir or Madam,

I hereby cancel my plan [name of the plan], customer number [number], as of [DD.MM.YYYY], observing the contractual notice period.

Should this date not be permissible, this cancellation takes effect on the next possible date.

Please confirm the cancellation and the end of the contract in writing and do not charge any fees after this date.

Yours faithfully,

[First name Last name]

Legal basis: Swiss Code of Obligations (SR 220), Insurance Contract Act (SR 221.229.1), Health Insurance Act (SR 832.10), version in force, checked on 1 Nov 2026. There is no official English version of Swiss federal law: the articles are referred to, not quoted. Template by ConvivaPlus. Not legal advice.
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