

GOOD TO KNOW

In this customer information, we have compiled the most important aspects on the topic of cost control for Value-Added Services, Premium SMS and Roaming, as well as on the topics of youth protection and Call Filter. You can make individual adjustments yourself online in your «MySunrise» customer account at www.sunrise.ch or in the MySunrise app.

1. Blocking of chargeable Value-Added Services, Premium SMS and Sunrise Pay

Blocks to avoid chargeable connections can be made and changed at any time by yourself in the customer account «MySunrise». By default, all services are activated, except if the user of a subscription is underage. See the parental control settings below.

Blocking Premium Rate Numbers (090x)

- The following blocking options are available for Premium Rate Numbers:
 - Calls to 0900 numbers (business services, helpdesk, ticket sales, etc.)
 - Calls to 0901 numbers (entertainment, games, contests, horoscopes, dating, etc.)
 - Calls to 0906 numbers (adult entertainment)

Blocking of chargeable Premium SMS services

- There are the following blocking options for Premium SMS services.
 - All
 - Short codes for adult entertainment services
 - Short numbers for services in the area of information and entertainment
 - Short numbers for services in the area of donations
 - Short numbers for services in the area of public administration
 - Short codes for food, beverage services.
- It is also possible to block only individual service providers by specifying the short number.
- The subscription is terminated by sending the text «STOP» to the short code.

Sunrise Pay blocking

- The blocking applies to all providers that charge via Sunrise Pay (e.g. App Store, Google Play Store, etc.).

Annual Limit

- Due to the legislation on money laundering, Sunrise is entitled, but not obliged, to block Value-Added Services (090x numbers), Premium SMS services and Sunrise Pay that are subject to a charge when the turnover reaches between CHF 3,500.- and CHF 5,000.- in a calendar year. The right to change the limit is reserved. Unblocking will take place on January 1 of the new calendar year.

2. Parental Control Settings

Various parental control settings can be made and changed at any time by yourself in the customer account «MySunrise».

Automatic Parental Control Settings

- Anyone taking out a mobile subscription must be of legal age. Adult subscription holders can designate a minor as the main user and report this to Sunrise. In this case, the parental control settings are automatically set up and the possibility of using all chargeable value-added services (090x numbers) as well as Premium SMS are automatically blocked.
- The subscription holder can subsequently unblock the Premium rate numbers 0900 and 0901 in the «MySunrise» customer account. The blocking of the value-added service numbers 0906 (adult content) and Premium SMS can only be lifted once the user has turned 16.
- Access to «MySunrise» is password protected. Therefore, the subscription holder should not give the password to the minor.
- Further information on the subject of youth protection and the youth protection industry flyer with important tips on dealing with the new media can be found at sunrise.ch/jugendschutz.

Individualized Parental Control Settings

- The owner of a subscription can set up further parental control settings himself in the customer account «MySunrise» if the subscription is used by a minor.
 - Block all outgoing calls from Switzerland to abroad.
 - Block all connections abroad (Roaming).
 - Block mobile Internet in Switzerland.
 - Set up monthly spending limits (for mobile subscriptions only)

Parental Control Settings for Sunrise TV

- Parental control settings are available for Comeback TV and On Demand, which can be made in Sunrise TV in the «Settings» menu.
 - ComeBack TV: When enabled, ComeBack TV cannot access content that airs during nighttime hours.
 - On Demand: Content can be hidden using a PIN code, filtered by FSK in each case. In addition, a limit can be set for the purchase of VoD content.

3. Roaming Cost Control

Various Roaming settings are available via the Roaming Cockpit at cockpit.sunrise.ch or in the «MySunrise» customer account, such as setting up a monthly cost limit and the option of booking advantageous Roaming options.

Roaming General

- Customers must set a cost limit for calls/SMS and surfing abroad in the Roaming Cockpit (cockpit.sunrise.ch) before traveling abroad. Otherwise, chargeable connections abroad are not possible unless the subscription contains an inclusive Roaming credit or a Roaming option has been booked. See also below under «Roaming Cockpit» and «Cost limit».
- Each time you go abroad, you will receive an SMS with the applicable standard Roaming rates (price per unit or minute / SMS / MB). This information SMS can be deactivated and reactivated in the Roaming Cockpit at any time.
- The individual prices of the standard Roaming rate are based on countries (regions and zones) and can be found at www.sunrise.ch/roaming.
- In a Swiss border area, the cell phone may automatically switch to the foreign mobile network. This can also happen at greater distances, for example, at sea borders or in mountainous regions. To avoid Roaming costs, we recommend switching off the automatic network selection on your cell phone.

- With the Roaming Cockpit (cockpit.sunrise.ch) you have your running costs abroad under control. The Sunrise Cockpit is free of charge worldwide and offers the following functions:
 - Information about installed Roaming options
 - Purchase of attractive Roaming options
 - Manage Roaming settings
 - Change Roaming cost limit
 - Roaming locks
 - Allow or block calls and SMS on ships and airplanes
 - Activation, deactivation of data Roaming at standard rate
 - Reception Roaming Info SMS switch on or off

Roaming Cockpit

- When a subscription is reactivated, no cost limit is set up. A cost limit must first be set up in the Roaming Cockpit (cockpit.sunrise.ch) in order to establish chargeable Roaming connections abroad.
- The monthly cost limit can be changed at any time in the Roaming cockpit (cockpit.sunrise.ch), allowing calls, SMS or surfing abroad outside Roaming inclusive services.
- The cost limit includes the Roaming costs accrued in a calendar month according to the standard tariff and without any Roaming options added.
- Important: When the set monthly cost limit is reached, Roaming is blocked and, in particular, no more incoming and outgoing calls are possible and active calls are interrupted.
- The customer is informed by SMS when 50% and 100% of the monthly cost limit is reached. The same applies when 50% and 100% of a Roaming credit is reached.
- If Roaming is blocked because the monthly cost limit has been reached, the cost limit can still be extended or a Roaming option can be booked in the Roaming Cockpit (cockpit.sunrise.ch) at any time and free of charge while abroad.
- Under certain circumstances and depending on the country in which surfing takes place, there may be a delay in billing, i.e. between the generated Roaming volume and the sending of the warning SMS or the blocking

4. Call Filter

In the «MySunrise» customer account or in the MySunrise app, the following settings can be made at any time to block unwanted advertising calls (call filter):

Call Filter

- Unwanted advertising calls from third parties (mobile, fixed network): Sunrise already automatically suppresses certain types of advertising calls on the mobile and fixed network by default. An additional free call filter (Callfilter) protects you from calls from dubious call centers by blocking phone numbers according to certain criteria. However, complete blocking of all advertising calls is not possible for technical reasons.
- Advertising calls from Sunrise on mobile and fixed networks can be blocked and unblocked as such or together with Sunrise advertising on other channels such as letter, e-mail or SMS.
- The aforementioned locking options are disabled by default and can be enabled at any time.
- On smartphones, depending on the operating system (Android, iOS etc), calls can be blocked and additional call filters can be activated.

5. Further

Activation of the beep sound when connecting to another network

- If you activate the signal tone in your «MySunrise» customer account, you will first hear a signal tone when calling mobile numbers of another mobile provider. This means that the call will be billed at the same or different rates, depending on the subscription.

Set Up / Personalize

- At sunrise.ch/help you will find useful information and other options for your product. For example, on setting up your product, call forwarding, number suppression and tips on the security of your product.