Surfing on Hawaii?
We'll alert you if the waves get too high.

data alert:
Keep Internet costs abroad under control

Surfing the Internet abroad can cost a pretty penny and lead to high bills when you return. With this in mind, Sunrise continually strives to offer you the best possible rates at all times.

However, even we can't simply skirt around those frequently high roaming charges. That's why we've decided to inform you automatically by SMS when your international mobile data volume reaches a definable limit. We want to make sure you don't ever get any unpleasant surprises.

Sunrise data alert for business customers:
Keep your Internet costs abroad under control.

Every time you go abroad, you will automatically receive an SMS informing you of the current roaming rate. Sunrise data alert is activated by default with a monthly cost limit of CHF 300.– for data roaming. You can adjust this cost limit yourself at any time at cockpit.sunrise.ch (free access worldwide).

Two security levels for total cost control:

Security level 1

As soon as you have used 50% of your defined cost limit abroad (standard: CHF 300.–), the Sunrise data alert SMS conveniently lets you know.

Security level 2

Once you reach your cost limit, **data traffic is blocked** immediately to protect you or your company. You can remove this block yourself by SMS.

Please keep in mind that the block will be activated again before the end of the month once you use up the additional cost limit you set. Security level 1 alerts, however, will not be sent again.

Carry on surfing on Hawaii as much as you want. Riding the waves of Sunrise, you always know about the cost level you have reached, which means you can always react in good time if the waves get too high.

Sunrise

Sunrise data alert for business customers
is installed automatically.

And that's the way how it functions:
You want to **deactivate Sunrise data alert?** Just text **"STOP" to 3310.**
You want to **reactivate Sunrise data alert?** Just text **"START" to 3310.**
You want to **lift the blocking for mobile surfing abroad?** Just text **"UNBLOCK" to 3310.**
You want to **receive more information about Sunrise data alert?** Just text **"INFO" to 3310.**

Good to know:

- Sunrise data alert is based on the standard prices in your mobile price plan.

- Instead of the global Sunrise data alert, you will receive an SMS letting you know that you have used 50% or 100% of your package, if you purchased a Business Sunrise travel data pack. Depending on your Sunrise Cockpit settings (cockpit.sunrise.ch), data roaming will either be blocked once your package data has been used up, or you will continue to surf at standard rates and then receive the Sunrise data alert described.

- If your mobile plan includes international data (e.g., Business mobile super max: 2 GB in roaming region 1), you will receive a separate alert as soon as the data volume included in your subscription has been used up in the appropriate countries. Once the credit included in your package has been used up or in countries where no credit is included, you will receive the Sunrise data alert described.

- Multicard users: While an **active** Multicard is always used for voice telephony, it can also be used for data communication. If it is, you'll receive the Sunrise data alert. You can continue to use other **("inactive")** Multicards on laptops (abroad, too). However, for inactive Multicards Sunrise data alert is not available.

- Please keep in mind that under certain conditions and depending on the country you are in as you surf the Internet, there may be a delay between the time the data roaming volume is generated and the time the alert SMS is sent or the data traffic is blocked.

- As a company, you also have the option to have Sunrise set up cost limits for all your subscriptions. In this case, your employees can see their cost limit in the Roaming Cockpit, but cannot change it individually.

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If you require any further information, just give us a call.

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