

## Good to know

Here we've assembled the most important points regarding individual cost control and parental control settings. You can make your own specific adjustments either directly online or in your My Sunrise app.

<b>What cost control and parental control settings are available?</b>
<b>Blocking of calls to fee-based numbers</b> Outgoing connections from Switzerland to: <ul style="list-style-type: none"><li>• all 090x numbers or</li><li>• 0906 numbers offering adult content and pornography</li></ul>
<b>Premium SMS/MMS services</b> You can recognize a premium SMS/MMS by the three- to five-digit sender number. These are various fee-based services that you can order from and/or download to your mobile phone, such as horoscopes, sports, news, tickets, ATM withdrawals, games, etc. Also included are services that you can order on the Internet from your mobile phone. These services can be obtained either on a one-time or subscription basis. You can text STOP to the sender of a premium SMS/MMS in order to end the subscription.
<b>Other cost control and parental control setting options</b> <ul style="list-style-type: none"><li>• Block all outgoing calls from Switzerland to other countries</li><li>• Block all connections in other countries (roaming, including mobile Internet)</li><li>• Block mobile Internet &amp; MMS service in Switzerland</li><li>• Sunrise Pay (purchases you make on your phone bill or prepaid credit)</li><li>• Set monthly spending limits (cost control – only for postpaid)</li></ul>
<b>How do I activate and deactivate these settings?</b>
You can activate or deactivate cost control and parental control settings as follows: <ul style="list-style-type: none"><li>• Online: <a href="http://sunrise.ch/blockings">sunrise.ch/blockings</a></li><li>• The My Sunrise app: Leading topics → Block connections → Select appropriate subscription</li></ul>
<b>Statutory parental control content filter and industry flyer</b>
When a contract is signed for customers under the age of 18, calls to fee-based 0906 numbers offering adult content and pornography are blocked. This also includes premium SMS and MMS services that are relevant to the protection of minors.
If you sign up for a subscription for your child in your name, you may proceed as described above to block any numbers and services as you see fit. For further information on the topic of parental control and to view the industry flyer on parental control with useful tips on how to deal with today's media, please visit <a href="http://sunrise.ch/youth-protection">sunrise.ch/youth-protection</a>
<b>Cost protection abroad</b>
Sunrise provides price transparency even while you are abroad. Every time you go abroad, we send you an SMS with our roaming rates. If you no longer wish to receive this notification, simply deactivate it by going to your Sunrise Cockpit at <a href="http://cockpit.sunrise.ch">cockpit.sunrise.ch</a> or by dialing *135# and pressing the call button. Reactivation of the notification works the same way.
Calls made to your Sunrise mailbox while you are abroad may result in unwanted expenses. We therefore recommend that you deactivate call forwarding to your mailbox before your trip by dialing the key combination #145# and pressing the call button, and that you wait until after you return home to reactivate it by dialing *145# and pressing the call button.
More tips and price information for roaming can be found at <a href="http://sunrise.ch/roaming">sunrise.ch/roaming</a>
<b>Activating audio alert when connecting to a different network</b>
If you activate the alert, you will hear an initial alert when making a call to a mobile number belonging to a different mobile provider. This means that the call is billed at the same rate or at other rates, depending on your subscription. To turn on the audio alert, dial *148# and press the call button. Likewise, to turn it off, dial #148# and press the call button.
<b>Settings/Personalization</b>
You can find useful information and additional options regarding your product at <a href="http://sunrise.ch/help">sunrise.ch/help</a> . For example, these may include setting up your product, call transfer, number suppression and tips on safeguarding your product.