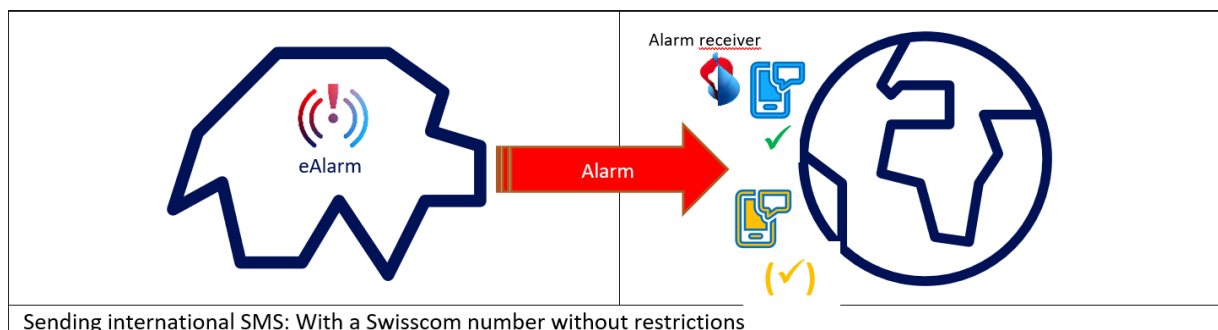


## International SMS dispatch

eAlarm also sends your alarm messages via SMS to recipients abroad. However, delivery of the message cannot be guaranteed in every case. In many countries, mobile phone providers are obliged to protect their customers from SMS SPAM. As a result, foreign mobile phone providers block the SMS without the recipient or sender being aware of it.

To ensure that text messages are still delivered to the alerted recipients, Swisscom concludes roaming contracts with mobile phone providers in other countries.

Technically speaking, eAlarm sends an alarm message by SMS via an interface to the short message service centre (SMSC), from where the SMS is sent to the recipients, regardless of where they are located. SMS messages sent via an interface have the ability to send a large number of SMS messages simultaneously.



With which mobile phone providers can alarms be received via SMS from eAlarm abroad?

### Mobile phone providers in Switzerland

In most countries of the world, the receipt of an alarm message via SMS from eAlarm is guaranteed with a Swisscom phone number. On the following page you can check whether the SMS can be received in the desired country: [www.swisscom.com/roaming](http://www.swisscom.com/roaming)

If your recipients have a Sunrise or Salt number, please enquire directly with the mobile phone providers in which countries they have roaming contracts.

### Mobile phone providers abroad

In most European countries, alarm messages can be received via SMS from eAlarm without any restrictions. Exceptions are Asia, America and the Middle East.

There are country-specific restrictions. These only allow registered SMS content and/or SMS with certain sender phone numbers. If there is no registration or authorisation, the text messages are blocked.

As Swisscom, we are naturally interested in being informed of such requirements at an early stage and are therefore in regular contact with the relevant authorities - in order to proactively fulfil such country requirements.