

Wi-Fi Calling. No reception? No problem!

Always being within reach is a top priority for any company. But what if you or your employees work in buildings or areas with poor network coverage?

Not a problem: With new Wi-Fi Calling from Sunrise, you can always be reached on your smartphone no matter where you are. And this not only without the need for an installed network booster, but also effortlessly over the WLAN network you happen to be in at the time. It's simple!

Enough is enough: Goodbye to inadequate cell phone coverage!

Poor network coverage or no coverage at all is now a thing of the past. With Wi-Fi Calling Sunrise offers the latest technology, ensuring that you and your employees get the very best reception and can be reached wherever you are. Wi-Fi Calling makes placing calls, sending SMS messages, or sending and receiving MMS messages effortless even in remote parts of Switzerland or underground facilities.

Wi-Fi Calling is this easy:

- You have a Sunrise mobile product (postpaid or prepaid).
- Your smartphone supports Wi-Fi Calling.
- You activate Wi-Fi Calling on your smartphone via an active WLAN connection.
- Now you are automatically connected to Wi-Fi Calling and have the very best reception.

Useful information:

- A strong Wi-Fi signal is all you need for the best possible voice transmission quality.
- Sometimes public Wi-Fi network providers may suppress Wi-Fi Calling, or Wi-Fi Calling through a public Wi-Fi network may not work well due to the higher number of users.
- Currently, emergency calls or international calls cannot be made using Wi-Fi Calling.
- If you use Wi-Fi Calling and leave the WLAN area you are in, your call may be disconnected.

Technical requirements:

- Your company WLAN must explicitly support Wi-Fi Calling.
- The incoming and outgoing UDP ports 4500 and 500 in your firewall must be open to allow IPSec data to pass through.
- If you use several WLAN base stations, they must all have the same SSID and password to allow the transfer of a call.
- Also, the base stations must be on the same IP subnet and use the same IP standard gateway.
- An Internet connection with the same public IP address is necessary if you use NAT with your firewall.
- When using several base stations, their coverage must overlap by at least 15-20%.

Benefit now from the new Sunrise Wi-Fi Calling option for your business. For unlimited coverage and first-class reception – anytime and anywhere.

Please visit www.sunrise.ch/wificalling for additional information on how to use Wi-Fi Calling.

Questions and Answers.

Does my smartphone support Wi-Fi Calling?

For a list of smartphones that support the new Wi-Fi Calling technology, please visit www.sunrise.ch/wificalling. If you have a Samsung device, please note that you can use Wi-Fi Calling only with Swiss open market firmware. You can confirm this by checking the following:

1. Enter *#1234#
2. You will then receive an automated response displaying your phone's firmware version.
3. The Swiss open market version contains the abbreviation "AUT":
AP: G930FXXU1BPLB / CP: G930FXXU1BPJJ / CSC: G930FAUT1BPH1
4. If you see a different code, then unfortunately you cannot use Wi-Fi Calling this point in time.

How do I activate Wi-Fi Calling?

If you have a smartphone that supports Wi-Fi Calling, simply log into the locally installed WLAN network and activate Wi-Fi Calling on your mobile phone.

I am not a Sunrise customer. Can I use Wi-Fi Calling?

No! To benefit from Wi-Fi Calling, you must have a Sunrise mobile subscription.

Is Wi-Fi Calling available abroad as well?

No! No, Wi-Fi Calling is only available in Switzerland. Connections in other countries are always billed at the usual roaming fees.

Does Wi-Fi Calling cost me more?

No! Billing for calls and SMS or MMS messages via Wi-Fi Calling is simple. They are billed at the current rates of your Sunrise mobile subscription.

What does activating Wi-Fi Calling do to my battery?

Once you turn on the new feature, your battery run-time will decrease slightly.

How secure is the Wi-Fi Calling connection?

It's very secure! It adheres to the latest standards and is constantly adapted to take advantage of the latest technology and expertise.

Still have questions? For detailed information on Wi-Fi Calling, such as availability or activation, please visit www.sunrise.ch/wificalling

Your benefits at a glance

- First-class reception even in closed rooms or areas with substandard network coverage
- Easy activation over the locally installed WLAN network
- No app or registration needed; SIM card and phone number remain the same
- Easy billing via the current Sunrise mobile subscription

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