

# Wi-Fi Calling

Use a WLAN connection for making calls on a smartphone.  
Works wherever network coverage is insufficient or non-existent.



## For Sunrise mobile subscriptions and Sunrise Prepaid

	General
<b>Service</b>	By activating the Wi-Fi Calling feature, calls, SMS or MMS can be routed through an Internet-enabled mobile device via any WLAN connection. This can help you get good reception, particularly in well-insulated buildings or wherever network coverage is insufficient or not existent.
<b>Available rates</b>	Wi-Fi Calling can be used in conjunction with all Sunrise and MTV mobile subscriptions and Prepaid plans.
<b>Compatible devices</b>	Wi-Fi Calling can only be used in conjunction with Internet-enabled smartphones that support the Wi-Fi Calling feature. A list of all Wi-Fi Calling-capable smartphones can be found at <a href="http://sunrise.ch/wificalling">sunrise.ch/wificalling</a> .
<b>Basic fee</b>	None
<b>Operating costs</b>	Connections will be charged at the normal mobile rate. See below.

  

	Connections, costs
<b>Connection costs Switzerland</b>	<p>Calls and SMS made via Wi-Fi Calling go through the normal mobile subscription or prepaid plan, as if you were making calls using the Sunrise mobile network in Switzerland.</p> <p>Calls or SMS/MMS connections made through Wi-Fi Calling are charged at the same rate as normal connections made using the Sunrise mobile network.</p> <p>"Sunrise Freedom relax" for example: unlimited mobile calls made within Switzerland are included in the mobile subscription. As a result, unlimited calls can also be made within Switzerland using Wi-Fi Calling.</p> <p>When using WLAN, no data volume from the mobile subscription will be used.</p>
<b>International use</b>	Wi-Fi Calling cannot be used abroad; i.e., connections in foreign countries are always routed through mobile roaming and charged accordingly.
<b>Emergency calls</b>	It is not possible to make emergency calls (112, 117, 118, 144, 147, 143, 911) using Wi-Fi Calling. We recommend using your landline network or the mobile network to make emergency calls.
<b>Changing networks</b>	Uninterrupted switching from Wi-Fi Calling to a mobile signal cell and vice versa is not possible at this point in time. This can only be guaranteed when calls are routed through VoLTE (Voice over LTE). Sunrise plans to introduce VoLTE for all customers over the course of 2017.
<b>Security</b>	The same encryption that is used for calls made via mobile networks is also used for Wi-Fi Calling: Data is transmitted from the phone to the provider using IPSec (end-to-end encryption using a certificate), which complies with common security requirements. Data security is also guaranteed when using Wi-Fi Calling via publicly accessible hotspots.

	Activation, connections
<b>Activating the feature</b>	<p>The Wi-Fi Calling feature must first be activated in the smartphone's device settings. As long as the feature is activated, the smartphone will automatically connect itself to the next Wi-Fi or WLAN network that offers the best connection.</p> <p>The feature can be deactivated in the smartphone's device settings at any time.</p>
<b>Connecting to a Wi-Fi network</b>	<p>In order for the smartphone to be able to connect to a Wi-Fi network, it needs the password of the of the respective Wi-Fi or WLAN network.</p>

	Miscellaneous
<b>Disclaimer of warranty</b>	<p>Flawless functioning of Wi-Fi Calling can only be guaranteed when using the Sunrise Home or MTV Home products.</p> <p>We cannot guarantee interference-free connections using Internet products from other providers.</p>
<b>Support</b>	<p>For technical reasons, Sunrise can only respond to support questions on its own Internet products. If you want to use Wi-Fi Calling on a WLAN network that is not provided by Sunrise, please contact your provider if you have any questions or problems connecting to the Internet.</p>
<b>Bill</b>	<p>Wi-Fi Calling messages and calls are not specially marked or identified on your monthly bill.</p>
<b>Contract components</b>	<ul style="list-style-type: none"> <li>• Contract for mobile phone services</li> <li>• Special provisions for mobile telephony services</li> <li>• General Terms and Conditions</li> </ul>
<b>Status</b>	<p>January 25, 2017</p>