

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
Service	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.
Available rates	Wi-Fi Calling can be used in conjunction with all Sunrise and Youth mobile subscriptions and Prepaid plans.
Compatible devices	Wi-Fi Calling can only be used in conjunction with Internet-enabled smartphones that support the Wi-Fi Calling feature.
Basic fee	None
Operating costs	Connections will be charged at the normal mobile rate. See below.
	Connections, costs
Connection costs Switzerland	<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 Up Mobile L" 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>
International use	Wi-Fi Calling cannot be used abroad; i.e., connections in foreign countries are always routed through mobile roaming and charged accordingly.
Emergency calls	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.
Security	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	
Activating the feature	<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>
Connecting to a Wi-Fi network	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.
Miscellaneous	
Disclaimer of warranty	<p>Flawless functioning of Wi-Fi Calling can only be guaranteed when using the Sunrise Home products.</p> <p>We cannot guarantee interference-free connections using Internet products from other providers.</p>
Bill	Wi-Fi Calling messages and calls are not specially marked or identified on your monthly bill.
Support	<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> <p>Free technical phone support at 0800 707 707</p>
Contract components	<ul style="list-style-type: none"> - Contract for mobile phone services - Special provisions for mobile telephony services - General Terms and Conditions
Status	November 2022