

Frequently asked questions

SWISS Mobile

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1. HOW DO I REGISTER MY SWISS MOBILE SIM CARD?

Please enter www.swiss.com/swiss-mobile in your Internet browser and follow the instructions. You can register and activate your SWISS Mobile SIM card and open your personal SWISS Mobile user account (MyAccount) here. After registration, you can access your SWISS user account at any time by entering your phone number or email address and password.

2. WHY DO I HAVE TO REGISTER FOR SWISS MOBILE?

International telephony legislation requires registration.

3. HOW DO I ACTIVATE MY PHONE NUMBER?

Select and activate your phone number during SWISS Mobile registration. With this number, you can be reached in over 180 countries all over the world, and any incoming calls to over 50 countries, including all European countries, are free. Your phone number starts with the country code +44 and, depending on where you are, works either by call-back or call-through.

4. HOW CAN I BOOK OPTIONAL SWISS-MOBILE DATA AND PHONE PACKAGES?

You will find information on optional data and phone packages at www.swiss.com/swiss-mobile. You can book and activate them in your SWISS Mobile user account (MyAccount).

5. HOW DO I START USING MY SWISS MOBILE SIM CARD?

Switch your mobile phone off and insert your SWISS Mobile SIM card in the device. If you are asked to enter your PIN code, you will find it printed on the back of your SIM card's plastic holder.

Make sure that your mobile phone does not have a SIM lock. If it does, please contact your current network provider.

When you use it for the first time, a vast amount of data is matched with your device, so the network search and configuration usually take several minutes. In some cases (depending on the country, your particular phone and the quality of the connection) it can take up to an hour.

Note: If the data services are not available (voice calls work, but data roaming doesn't), make sure that you have activated the device's roaming settings and that the APN (Access Point Name) is set to "chili".

6. WHAT DO I DO IF THE NETWORK SEARCH IS UNSUCCESSFUL?

You can select the network manually. This is how:

Android devices: Find the "SIM Services" app: from the app menu, select "Settings > Country > SWISS Mobile EU" (if you are in Switzerland, in a European country including Turkey or in South Africa) or select "Settings > Country > SWISS Mobile G" (if you are not in one of these countries).

iOS devices (Apple): In the device settings: go to "Settings > Telephone > SIM applications" and in the menu select "Settings > Country > SWISS Mobile EU" (if you are in Switzerland, in a European country or in South Africa) or select "Settings > Country > SWISS Mobile G" (if you are not in one of these countries).

You can also use your SWISS Mobile SIM card just as a data card (for instance in an iPad or other device with a SIM card slot). The registration and activation process is the same.

If you accidentally enter the wrong PIN code three times, your SIM card will be blocked. If this happens, you will have to enter the PUK code to unblock the SIM card. You will also find the PUK code printed on the back of your SIM card's plastic holder and in your SWISS Mobile user account.

7. WHAT DO I NEED TO LOOK OUT FOR WHEN I PUT THE SWISS MOBILE SIM CARD IN MY MOBILE PHONE?

Make sure that you put the right-sized SIM card in the right slot in your mobile phone, in accordance with the manufacturer's instructions. Please note: SWISS Mobile accepts no liability for any damage resulting from incorrect insertion of the SIM card in your device.

8. HOW DO I MAKE A CALL?

In call-back mode: Dial the desired number and press the "Call" button. Unlike a conventional call (known as "call-through"), the call is made in the reverse sequence. Wait a few moments until your mobile phone rings. Accept the call as usual, and wait until you hear the ring tone and the call connection sequence is completed. Disregard anything that appears on the phone display (depending on the type of phone it is, you may be asked to press "OK").

In call-through mode: Make your call as usual.

Note: Whether the call is made as a call-back or call-through call depends on where you are, and is automatically detected by your mobile phone.

9. WHAT SERVICES ARE AVAILABLE VIA THE SPEED DIAL NUMBERS?

Balance check: * 130#
Current phone call and data prices including SMS: * 141#
Listen to voicemail, dial number: 1212 (is a call-back call)

10. HOW CAN I TOP UP THE CREDIT ON MY SWISS MOBILE SIM CARD?

Log in to your user account at swiss.com/swiss-mobile with your phone number and/or email address and password. Follow the instructions and credit the desired amount to your balance. Credits are made in Swiss francs.

We suggest that you enter your credit card in your user account to make it easier to top up your pre-paid balance.

11. HOW DO I ACTIVATE THE AUTOMATIC TOP-UP FUNCTION IN MY SIM CARD?

You can activate the automatic topping-up of your balance in your SWISS Mobile user account. Decide the amount you wish to credit to your account automatically when your balance drops to the minimum (your choice). The minimum top-up amount is CHF 20.00. Please note that you need to enter a credit card in your user profile in order to use the automatic top-up function.

If you opt for automatic top-up, you will receive an SMS informing you whenever your pre-set amount has been charged to your credit card. For your own safety and as a control mechanism, you can set a limit for the amount that will automatically be charged to your credit card. If you reach this limit within a month, the automatic top-up function will be deactivated. In this instance, you will be notified by SMS. You can deactivate the automatic top-up function at any time through your user profile.

12. WHERE WILL I FIND A SUMMARY OF MY CALLS AND COSTS?

You can see a detailed summary of all the calls you have made, SMS messages sent and your data usage, plus the balance, in your SWISS Mobile user account (MyAccount) at any time.

Please go to www.swiss.com/swiss-mobile and log in with your phone number and/or email address and password. Follow the instructions for Activities (column: Display account overview --> SIM activities) and enter the period you want to check.

13. HOW DO I SET UP THE VOICEMAIL BOX?

The voicemail/mailbox service has already been activated automatically in the settings. A caller will go to your voicemail box if you do not accept an incoming call, your number is busy or your telephone is switched off. You will be notified by SMS or email when you receive a voicemail. To change this setting or deactivate the voicemail box, log in to your SWISS Mobile user account.

14. HOW CAN I PLAY MY VOICEMAILS?

Dial 1212. You will receive a call-back call connecting you to your voicemail box. If you are asked for a PIN code while you are abroad (e.g the USA), the default is 0000. You can change the PIN through your voicemail box or in your SWISS Mobile user account (MyAccount).

If you want to check the voicemail box from a different number, dial your own SWISS mobile number. Wait for the message, and then press the * star key. The system will ask you for your voicemail PIN code (the default is 0000). Enter this code and listen to your message.

15. HOW LONG IS MY SWISS MOBILE SIM CARD VALID FOR?

The validity of your SWISS Mobile SIM card depends on the amount of usage. If you do not use your SIM card for a period of nine months, a small monthly processing / number reservation fee will be debited to your account from the tenth month. If your credit is used up, your SIM card will remain registered in the system for 365 days. During this time, you can top up your pre-paid SIM card. After that, your Mobile SIM card will become invalid.

16. SUPPORT

If you have any questions or problems, please report them using the appropriate contact form in your user account (MyAccount), or contact the SWISS Mobile Support Team direct at the following email address: support@swiss-mobile.com.

17. WHERE CAN I ORDER OR BUY THE SWISS MOBILE SIM CARD?

The SWISS Mobile SIM card can be ordered online at www.swiss.com/swiss-mobile. You can also purchase the SWISS Mobile SIM card on any SWISS-operated flight from duty-free sales. Or you can order the SWISS Mobile SIM card in advance of your next flight and take delivery of it on the aircraft.

18. WHERE CAN I FIND INFORMATION ABOUT RATES?

You can check all the rates and prices online at www.swiss.com/swiss-mobile.

19. WHY DO I NEED A PIN?

The PIN is needed to activate your SIM card, and protects it from misuse.

20. WHY DO I NEED A PUK?

The PUK is another safety code that is used if you forget your PIN or enter it incorrectly three times. You only have one attempt to enter the PUK; if you make a mistake, the SIM card will be blocked. If this happens you need to contact the Support Team.

21. WHY DO I NEED AN ICCID?

The ICCID is used for the initial registration of your purchased SWISS Mobile SIM card.

22. IN WHICH FORMAT IS THE SWISS MOBILE SIM CARD AVAILABLE?

The SWISS Mobile SIM card comes as a 3-in-1 set of the three standard sizes (Standard, Micro and Nano).

23. CAN I KEEP THE TELEPHONE NUMBER I HAVE WITH MY CURRENT TELEPHONE PROVIDER?

No, the SWISS Mobile SIM card comes with a new inexpensive +44 phone number.

24. I HAVE LOST MY SIM CARD; WHAT DO I DO?

Have your SIM card blocked without further delay. Contact the SWISS Mobile Support Team at support@swiss-mobile.com

25. WILL MY CREDIT EVENTUALLY LAPSE?

The charged pre-paid balance will not lapse. If you do not use the SIM card for a period of nine months, from the tenth month a small monthly processing/number reservation fee will be debited to your balance.

26. WHAT INCREMENTS ARE USED FOR CHARGING FOR MY DATA CONSUMPTION?

Data is charged in increments of 10 KB.

27. ARE THERE ANY ADDITIONAL CHARGES?

SWISS Mobile has no hidden extra charges such as network connection costs, billing charges, user account charges and so on, nor any basic charges or contractual commitments.

28. WHERE CAN I FIND A SUMMARY OF ALL THE AVAILABLE FUNCTIONS?

You will find details of all the functions, services and packages that you can book and activate in your personal SWISS Mobile user account (MyAccount).

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