

Questions and answers about NATEL® go and Multi Device Option

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Questions	Answers
1. Does the Multi Device Option work with all NATEL® go subscriptions?	<p>The following subscription types can use Multi Device for NATEL® go:</p> <p>NATEL® go Swiss basic, standard, advanced, premium</p> <p>NATEL® go Neighbours, Europe and global</p> <p>NATEL® go Company Voice and Swiss Voice are not supported.</p>
2. Does the Multi Device Option have a minimum contract term?	No, the Multi Device Option can be cancelled by giving notice to the end of any month.
3. How many additional devices can I operate with a NATEL® go subscription and a Multi Device Option?	<p>The Multi Device Option is available in the following versions:</p> <p>Multi Device Option for 1 additional device</p> <p>Multi Device Option for 2 additional devices</p> <p>Multi Device Option for 5 additional devices</p> <p>Example: In addition to the main connection (usually operated with a smartphone), Multi Device enables a maximum of 5 additional devices (e.g. tablets, laptops etc.).</p>
4. Can I also receive phone calls on the additional devices?	<p>Yes, that is possible. All the additional devices can be called on the same telephone number as the main connection.</p> <p>Inbound calls are displayed simultaneously on the devices which support phone calls (parallel ringing).</p> <p>Please note: The additional device must support phone calls.</p>
5. Can all the additional devices use mobile data at the same time?	Yes, all the additional devices can use mobile data at the same time.
6. Which tariffs apply for the additional devices that I use with the Multi Device Option?	The tariffs of the NATEL® go subscription also apply for all additional devices.

	<p>For example, with a NATEL[®] Neighbours subscription, all additional devices can also use the inclusive roaming credits in the neighbouring countries.</p> <p>When a data packet is activated via the Cockpit, this packet also applies for all the additional devices.</p>
7. Does Multi Device also work with eSIM?	Yes, eSIM devices can also be used with the Multi Device Option. The first devices that are actually coming onto the market in 2017 and 2018 are additional devices (such as the Apple Watch) which are operated primarily with a Multi Device Option.
8. Can Multi Device be used with a mixture of devices with a normal SIM card and devices with eSIM?	Yes, no problem.
9. Does the Apple Watch also work with NATEL [®] go?	The Apple Watch works for Enterprise customers only with NATEL [®] go. Other subscriptions are not supported.
10. What are the requirements to be able to use the Apple Watch with NATEL [®] go?	The basic requirement for starting to use the mobile phone functions of the Apple Watch 3 is a NATEL [®] go subscription with a Multi Device Option.
11. Who can activate the Multi Device Option on my NATEL [®] go connection?	The person who is responsible for mobile communications in your company will be most able to help you in this case.
12. How can the mobile phone function on the Apple Watch 3 be activated?	This is activated via the iPhone (app for the Apple Watch) to which the Apple Watch is connected. It is not possible to activate the Apple Watch or the mobile phone function without an iPhone.
13. Is the Apple Watch permanently connected to the mobile phone network?	The Apple Watch is a companion device to the iPhone. It only connects to the mobile phone network when you are not carrying your iPhone (e.g. when playing sports and the iPhone is left at home).
14. Does the Apple Watch also work when roaming?	No, the mobile phone function of the Apple Watch is deactivated in a roaming network.