Change of Mobile Telephony Operator

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Changeover

• SIM swap was smooth
  • Many thanks to all involved, and also our users!
• Swisscom network ready on time
  • Startup of one site (of 54) delayed until 3rd August due to problems with Swiss permits.
• Migration OK for most users on June 24th
  • The only major issue was the non-recognition of the 075 number range leading to authentication problems for some services. And, notably, some provided by Apple.
• Swisscom network coverage optimised and improved during July after Sunrise transmitters disabled
• First invoice received & users billed
• Redirection of calls to 076487 to the migration announcement message stopped on August 31st
Solved Issues

- Random delays with messages sent via the mail-to-SMS gateway
- Poor coverage in B513 and for Compass
Outstanding Issues

• “Private” option not available for calls from Swisscom network
  - Reasonable use tolerated until Swisscom fully implement our Closed User Group.
• Foreign operators still not recognising the 075 number range
  - Such operators are contacted by Swisscom when we have a report of problems
• Poor indoor coverage in B774
  - But this is more linked to modern standards for building design and reinforced concrete than to the change in operator.
• No 2G coverage in the CMS control room
  - We propose to replace old phones with 3G capable devices.
• 2G coverage in France not identical to Sunrise coverage
  - Might be better in some areas, but we only hear about cases where coverage is worse…
  - … and some where there was no coverage from Sunrise either!
• No 3G/4G coverage in France
  - *New feature of this contract, not a loss of service compared to Sunrise coverage.*
  - Discussions ongoing with French operators and French & Swiss authorities
  - Swisscom base stations in France do not accept roaming connections
    - CERN users with their own national subscription (e.g. from O2 or Vodafone) who connect to Swisscom in Switzerland will not see the Swisscom network in the Pays de Gex.