



# Grächen Alpine HotSpot | FAQ

## Welcome to the Grächen Alpine HotSpot - the mobile broadband network with Free Internet access...

Surf in the parks, squares, public places, cafes or at home: Now it is possible via the Grächen Alpine HotSpot!

The latest news concerning our Points of Sale (POS) and our products, the actual WiFi coverage, Frequently Asked Questions (FAQ), special WiFi offers and much more non-WiFi information can be found on our landing pages.

Our WiFi network is called *wlan@thenet*. Our Internet access service is called *wlan@thenet* – it's that simple.

### Mobile Internet access

The WiFi network & services in Grächen (Grächen Alpine HotSpot) support various services where one such service is *wlan@thenet*. With *wlan@thenet* one can surf mobile within Grächen either for Free or Premium:

- **Free Service wlan@thenet**  
You can surf for 30 minutes at a time at a speed up to 256kbps. After 30 minutes the session will expire. To continue surfing you have to follow the login procedure again.
- **Premium (paid) Service wlan@thenet**  
With *wlan@thenet* prepaid cards you can experience unlimited surfing in the Internet at higher speeds (up to 7000kbps). The prepaid cards are available at our Points of Sale or online. Please check the links on our landing pages or visit us on <http://wlan.thenet.ch>.

### System requirements / configurations

- ✓ Notebook, PDA or mobile phones with WLAN card and Internet browser
- ✓ TCP/IP protokoll has to be configured for DHCP
- ✓ Choose within the available networks: wlan@thenet (SSID)
- ✓ WEP encryption has to be disabled
- ✓ Proxy-Server has to be disabled (Internet options)

### Technical support

If you got technical questions you can reach us during office hours at the number **0900 THENET / 0900 843 638** (CHF 2.13/min.) or per email ([wlan@thenet.ch](mailto:wlan@thenet.ch)).

### Prepaid Cards

| Periode   | 4 hrs* | 24 hrs* | 7 days* | 30 days | 90 days | 180 days | 1 Price | 2 years | 750min* |
|-----------|--------|---------|---------|---------|---------|----------|---------|---------|---------|
| Price CHF | 5,-    | 10,-    | 20,-    | 27,-    | 24,-**  | 21,-**   | 16,-**  | 13,-**  | 25,-    |
| Flatrate  | ✓      | ✓       | ✓       | ✓       | ✓       | ✓        | ✓       | ✓       |         |
| Metered   |        |         |         |         |         |          |         |         | ✓       |

All prices incl. VAT., price changes possible

\* NetZone Prepaid Card, valid in all MetroZones

\*\* Price / month



|                       |  |
|-----------------------|--|
| <b>Flatrate</b>       | The session period within the purchased amount of time is unlimited. The duration of a prepaid card starts with the first login (independent of further logins and logouts) until the purchased amount of time is consumed.  |
| <b>Metered</b>        | You are only using your bought credits as long as you're logged in. The period of validity of this card depends upon usage. You can login and logout as much as you want until the credit of 750min is consumed. Minutes are only counted when you are logged in. This prepaid card has a minimal session time of 10 minutes and will be charged in units of 5 minutes. When buying this card you will get instead of a physical card a document with your access code.                            |
| <b>Usage</b>          | <ol style="list-style-type: none"><li>1. Open your web browser (Internet Explorer, Firefox, Safari) and enter any web address (but no "https" addresses). You will be directed automatically on the login page.</li><li>2. Scratch the prepaid card and insert, in the most left frame, username and password that appear on the card. Please note that for these types of cards the serial number is not needed.</li><li>3. Click on "Login" and you will be connected to the Internet!</li></ol> |
| <b>Prepaid Online</b> | Purchase your prepaid card online: <a href="http://wlan.thenet.ch/?q=en/buy_online">http://wlan.thenet.ch/?q=en/buy_online</a><br>If you buy a prepaid card online we will transmit immediately your access code (username and password) fast and securely. Please don't forget to save or print your access code when it's presented in your browser.   |

## Häufige Fragen (FAQ)

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### How can I use the wlan@thenet HotSpot service?

You have to connect your device to the Wireless-Network *wlan@thenet*. Start your web browser (Internet Explorer, Firefox, etc) and give any web address (but no https web addresses). You will automatically arrive at our Landing Page. You may log in via our Landing Page for free or select premium services for uninterrupted sessions at much higher speeds.

### Where can I find the signal?

You can find an updated map and addresses with *wlan@thenet* coverage in our HotSpot Locator on the website <http://wlan.thenet.ch>. Please note that the coverage may vary.

### What do I need to surf on the WLAN network?

You need a Laptop, a PDA or another device with a WiFi network card. They should fulfill the standard 802.11b or 802.11g. You can use every device fulfilling that standard.

### What can I do to get a better signal at my place?

Our product *wlan@thenet* is a mobility service. However you can purchase a *Managed Repeater Service* for your home, This should help you to get a better signal. Please contact us or our local partners.