

Extra costs when using Wi-Fi „MOBILE-EAPSIM“ or “Swisscom_Auto_Login” & iPhone/iPad

This problem occurs when using the iPhone/iPad with the operating system iOS 5 (and above) and Swisscom subscriptions.

Since the introduction of the iPhone operating system iOS5, the behavior when using Wi-Fi has changed. Instead of connecting to the Wi-Fi “public” or “eduroam”, the iPhone/iPad connects automatically via “MOBILE-EAPSIM” or “Swisscom_Auto_Login”. The data volume will be charged to your Swisscom subscription. If you exceed your data volume, additional costs will be generated.

In order to avoid this, please follow the following steps:

1. Open the settings of your iPhone/iPad
2. Select Wi-Fi (1.)
3. Click on the chevron to the right next to „MOBILE-EAPSIM“ (2.) and “Swisscom_Auto_Connect”



4. Deactivate „Auto-Join“



5. Connect afterwards to the Wi-Fi network „public“ or “eduroam”
6. “Eduroam” provides you with a secure WIFI-connection, to use VPN is not necessary.
7. In order to connect to the Internet using “public”, you will need to use VPN. The Cisco AnyConnect App can be found at no charge in the App-Store.