



FAQ /Help: S-unno for Mobile

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Introduction

What is S-unno?

S-unno is a next generation mobility and unified solution that caters to your communication needs and more. Available on mobile phones, PC and other communication devices, it allows you to make free calls between S-unno users and to the rest of the world at a fraction of what you usually pay.

Is it free to download S-unno for mobile phones?

YES; it's absolutely free for downloading for all the mobile phone platforms.

Can S-unno work over wireless (WiFi) and 3G?

Yes; S-unno for mobile is designed to operate over WiFi and 3G.

Mobile Platforms & Phones

What are the supported mobile phone operating systems on S-unno?

- Symbian 3rd Edition, including Feature Pack 1 & 2
- Windows Mobile 6.0, 6.1 & 6.5
- Android 1.6, 2.0, 2.1 & 2.2
- Apple 3GS, iOS4
- Blackberry 4.5.0 to 4.6.1 (non-touch) & 5.0 (touch)

What other new mobile phone platforms will be supported by S-unno (coming soon)?

- Symbian 5th Edition
- Mediatek (MTK) phones running MTK 6235, 6253 and 6223D chipsets

What are some of the mobile phones that have been tested?

S/No.	Mobile Operating System	Mobile Phones Tested
1.	Symbian 3 rd Edition	Nokia E61, E61i, E65, N71, N73, N75, N77, N92, E50 & E62
2.	Symbian 3 rd Edition Feature Pack 1	Nokia E51, E63, E66, E71, E90, N76, N81, N82, N95 & N95 8GB
3.	Symbian 3 rd Edition Feature Pack 2	Nokia E72 & E75
4.	Symbian 5 th Edition	Nokia N97 & X6
5.	Windows Mobile (WM)	WM 6.0 (HTC TyTN II) WM 6.1 (Samsung SGH-i780) WM 6.5 (HTC Touch 2)
6.	Android	Android 1.5 (HTC Hero) Android 1.6 (HTC Tattoo) Android 2.1 (Google Nexus One)

7.	iPhone	iPhone 3GS, 4 (including iPod Touch and iPad)
8.	Blackberry	8700, 8100, 8110, 8120, 8130, Bold 9000, 9700, Curve 8520, Storm 9520 and 9530

Note that more phones will be added over time.

Sign-up

What are the first steps to start using S-unno?

All it takes are just three (3) simple steps. First, simply click on "Sign-Up" icon to register as S-unno member and activate your account. Secondly, download S-unno software application. Finally, upon successful installation of the software application, S-unno is now ready for use.

How would I know if sign-up is successful?

As soon as you have completed the sign-up, you will receive a confirmation via your web browser as well as an email confirmation (to email address provided during sign-up) asking you to activate your S-unno registration.

Why do I need to activate my account via email verification when signing up for an S-unno account?

This is to ensure that the email address you have selected as your s-unno User ID is valid and you are the owner of that email address. The email address, besides being used as the User ID, is also used by our S-unno team to send you updates and correspondences such as when your credit balance is low, expiring or when there are great promotional offers. So it is important that the email address be accurate during sign-up.

How important is S-unno ID and password?

S-unno ID is unique to each individual member. A member needs to log-in with his/her S-unno ID and Password to gain access to all S-unno services including user preference settings. Thus, members have to always ensure the safety of their own respective IDs and passwords at all times.

Are there any restrictions on the format of S-unno password?

Password has to be a minimum of 6 characters with a maximum of 15.

Valid characters for password: (a-z, A-Z, 0-9, a-z, A-Z, 0-9, symbols: ~!@#%&*()_+=-`{|[]\;:'",./<>?). Password is case-sensitive.

Why do I receive an SMS asking me to enter a verification code?

When you sign-up for S-unno mobile application by registering your mobile phone number, an SMS will be sent to this mobile number containing a verification code. This is to ensure that you have entered a valid mobile number and you are the stated owner of the phone (signing up for the service).

Can my user profile be edited after sign-up?

Yes; go to www.s-unno.com and log-in with your S-unno ID and Password to access the "User Account Portal". Then, click on "User Profile" on the left to update or edit the user profile accordingly.

What should I do if I forget my password?

Two ways to retrieve your password:

1. Via "Sign-In"
 - Click on "forgot my password" at bottom of password bar
 - Step 1 of 2 of the "Password Recovery", enter your S-unno ID and Email
 - Step 2 of 2 of the "Password Recovery", answer your security question
2. Via www.s-unno.com
 - Click on "forgot my password" under the Account Sign-In menu on the left
 - Step 1 of 2 of the "Password Recovery", enter your S-unno ID and Email
 - Step 2 of 2 of the "Password Recovery", answer your security question

Once you have answered the security question correctly, an email will be sent to you with your sign-in details including the password.

Downloading & Updating S-unno

How can I download S-unno for iPhone, iPod touch and iPad?

There are 2 ways of doing it:

1. Downloading via iTunes on your PC
 - On your PC, run iTunes and select "iTunes Store" and click on "App Store".
 - Enter "S-unno" in the search box on the top-right-hand corner
 - Under "iPhone Apps", you will see "S-unno". Click on the application and proceed to download it to your iTunes.
 - Connect your iPhone, iPod touch or iPad to your PC and perform a iTunes synchronization.
 - The S-unno application is now installed on your Apple device.
2. Downloading directly via App Store on iPhone, iPod touch or iPad (device)
 - On your Apple device, run "App Store".
 - Enter "S-unno" in the search box on the top-right-hand corner
 - Under "iPhone Apps", you will see "S-unno". Click on the application and proceed to download it.

How do I check if there is a new version for S-unno for Mobile?

Within the S-unno mobile application, you can click on "Update Check" or "Version Update", which will alert you if there is a new S-unno version available for downloading.

Voice Calling, SMS and Chat

Do I need to dial the country code and area code in addition to the phone number when making a call?

Yes; it is recommended that you dial the country code (and area code, if any) with the phone number whether you are making a local or international call.

However, if you have registered your mobile number with S-unno, then when you make a local call, there is no need to include the country code. For instance, if your registered mobile number with S-unno is "+65 9321-9291" (Singapore number), then when you call another Singapore landline or mobile number, you can simply dial for example "9222-3939" without having to enter the country code "65".

What are the different ways of making a call using S-unno?

- By dialing the “<country code> <area code> <number>” of the recipient directly using the dial-pad in S-unno or,
- By clicking on “Contacts” tab within S-unno and selecting the recipient from the (phone’s) address book.

Can I send SMS using S-unno mobile application?

Yes; you can use S-unno to send SMS to multiple recipients locally and internationally.

What is “call intercept”?

With S-unno mobile application running in the background and if you make a call using your native phone dialer, S-unno is able to “intercept” the call and ask you if you want to make the call using S-unno instead, which can significantly save your international calling cost by up to 50%.

This is a configuration setting on the S-unno application, which can be turned on and off.

What is the “call-back” option in the call settings?

Call-back is a calling methodology that translates an outgoing GSM call to an incoming GSM call. When you make a call from your mobile phone, which has S-unno installed and running, our S-unno system will initiate a GSM call (back) to your mobile phone and then connect you and your callee together.

This is to leverage on the free incoming GSM calls that are included as part of your mobile plan bundle (this is mobile operator and subscription plan specific).

Can I chat/instant message with other non S-unno users?

Yes, on S-unno for iPhone, iPod touch and iPad, you can chat/instant message with Google Talk, AIM, MSN, Yahoo! and ICQ users, in addition to chatting among S-unno users.

Cross platform instant messaging will be supported on the other mobile phone/operating systems in the near future.

Rates & Subscription Plans

How can I find out the calling rates to various destinations?

You can click on “Rates” on the menu bar displayed at the top of the S-unno web site or visit the URL "http://www.s-unno.com/rates_payasyougo.php" directly.

What's an S-unno subscription plan?

S-unno to S-unno calls are free. S-unno is also offering you a variety of cost-effective subscription plans for calling your friends, family, and colleagues who aren't using S-unno. With a subscription plan, you can make unlimited calls* to landlines (and mobile phones in some countries) for one low monthly fee. You can call any time of the day or night, any day of the week, without a long-term contract. A subscription plan works according to the country you're calling to, not the country you're calling from. This means you can use it in any country – ideal for when you're at home or traveling!

* A fair usage policy applies to unlimited subscriptions.

What is the difference between Pay-as-you-Go and Monthly Plans?

With “Pay-as-you-Go”, you will be charged for each call that you made, based on the rate to each destination. “Monthly Plans” is a monthly subscription plan that allows you to make unlimited calls (based on fair usage policy) to pre-defined list of destinations. Besides a monthly plan, you can also subscribe for 3 month, 6 month or an annual plan.

What are the various S-unno subscription plans available?

S-unno offers 3 different subscription plans, namely:

- US\$9.99 Unlimited Calls to 40 Countries
- US\$19.99 Unlimited Calls to 60 Countries and
- US\$9.99 750 Minutes to India (Landline & Mobile)
- US\$12.99 750 Minutes to India & USA (Landline & Mobile)

Which countries are included in the “US\$9.99 Unlimited Calls to 40 Countries” plan?

The following are the countries:



Notes:

- Calls to landlines only are free for all the above countries.
- For countries marked with "*" or "Mobile included" – both calls to landlines & mobile are included in the plan

Additional exceptions:

** Mexico – Only Mexico City, Monterrey and Guadalajara landlines included

*** Poland – Excludes Warsaw

**** Russia – Only Moscow and St. Petersburg landlines

Which countries are included in the “US\$19.99 Unlimited Calls to 60 Countries” plan”?

The following are the countries:



Notes:

- Calls to landlines only are free for all the above countries.
- For countries marked with "*" or "Mobile included" – both calls to landlines & mobile are included in the plan

Additional exceptions:

- ** Mexico – Only Mexico City, Monterrey and Guadalajara landlines included
- *** Poland – Excludes Warsaw
- **** Russia – Only Moscow and St. Petersburg landlines

Why a Fair Usage Policy?

S-unno's monthly subscription plans are targeted at residential consumers ONLY and are designed for typical residential usage (call volume, minutes, etc). At times, we notice that these plans are subscribed for non-residential, commercial for business use. Usage differs significantly and may impair regular users. The intent of this Fair Usage Policy is to provide the optimum experience to all our users.

Under this Fair Usage Policy, we have defined fair usage levels for the subscription service provided by S-unno which are generous enough such that most users will not be affected.

What is the Fair Usage Policy?

Calls to landlines and mobiles (select countries only) that are included in your subscription are subject to a fair usage limit of 2,000 minutes per account per month (30 days billing cycle) for the \$9.99 Unlimited Plan to 40 countries, and 3,000 minutes per account per month (30 days billing cycle) for the \$19.99 Unlimited Plan to 60 countries (including India). The following terms also apply:

- Calling a unique number: 10 calls/hour, maximum of 25/day.
- Calling the same number: 10 calls/hour, maximum of 20/day. (This applies only if you call the same number.)
- Total number of calls: 20 calls/hour, max of 40/day.
- Duration: Maximum of 3 hours of calling a day.

For avoidance of doubt, even if your subscription includes more than one country, this is still the total amount of minutes allowed per month on your account, and is not a separate limit for each country.

Once these limits are exceeded,

- a. For users with prepaid balance will be charged normal rates for any additional minutes used
- b. For users with no balance, their account will be put on-hold temporarily till the start of the next billing cycle

Subscriptions are for individual use only. Each subscription is to be used by one person only and is not to be shared with any other user (whether via a PBX, call centre, computer or any other means).

How do I cancel/terminate my subscription plan?

You can cancel your subscription account anytime by writing an email to customer service or by selecting "**Cancel Subscription**" within the portal. This stops the recurring payments, but you can still use the subscription until the end of the period that you've paid for. Subscription requests should be made at least **3 business days** ahead of your next payment due date. Failure to do so will defer your cancellation to the next billing cycle and you will be billed for it. We do not allow cancellation in midst of your current billing period.

How do I pay for my S-unno subscription?

You can pay by credit card (Visa and MasterCard only). You have the option to pay every month, every 3 months, 6 months or annually. You can enjoy a discount of 5% if you pay 3 monthly, 10% if 6 monthly or 15% if you select annually. Your subscription will be renewed automatically at the end of the initial period, and the recurring payment will be made with the payment method you used to sign up. You can cancel the subscription at any time.

How do I renew my subscription?

Subscription payments are recurring, so there's no need to renew your subscription. It will be renewed automatically at the end of the 1, 3, 6 or 12 months period you paid for, but you can cancel it at any time.

Why my credit card is automatically deducted with the subscription cost monthly?

We will automatically charge your credit card with the cost/price of the subscription plan monthly (based on the billing cycle) until you have cancel your subscription plan.

How do I change my subscription?

Currently, changing of subscription plan is not supported. What you can do is to cancel/terminate your existing plan and sign up for a new plan.

How do I update my credit card information (used for subscription payment)?

To do so, sign in to your S-unno account and click on Subscription Settings to update your credit card information.

I've bought a subscription, so why has my S-unno credit balance not changed?

The balance that you see in S-unno pertains to **S-unno Prepaid Credit** and not your subscription. So, if you have \$10 worth of S-unno credits and you purchase a subscription plan, your S-unno credit balance will still display \$10. If you don't have any S-unno Prepaid Credit and you purchase a subscription, your S-unno credit balance will remain zero. You can confirm your subscription status by signing in your S-unno account portal.

I have an active subscription, so why was I charged for a call?

You won't be charged for making a call to a landline (or mobile if included in your subscription) in a country covered by your active subscription plan. If you have been charged S-unno Prepaid Credit for a call, it could be due to one of the following reasons:

- The number you called was in a country or city or mobile not covered by your subscription plan. Please refer

to the countries (including whether it covers the landline and mobile) that are included in your subscription plan.

- The number was a special, premium or non-geographic number not covered by your subscription.
- You have exceeded the fair usage policy. If this happens, your calls will be charged at S-unno standard (pre-paid credit) calling rates.

If none of these apply, please contact our customer service for assistance.

I have an active subscription, so why won't my calls connect?

If you have an active subscription but are unable to make a call, it is most likely due to one of the following reasons:

- The number you called was in a country or city or mobile not covered by your subscription. Please refer to the countries (including whether it covers the landline and mobile) that are included in your subscription plan.
- The number was a special, premium or non-geographic number not covered by your subscription.
- You have exceeded the fair usage policy. If this happens, your calls will be charged at S-unno standard (pre-paid credit) calling rates.

If none of these apply, please contact our customer service for assistance.

Can I use the subscription plan on the mobile phone and PC?

Yes, once you have subscribed to a S-unno subscription plan, you can make calls using the S-unno application on the mobile phone and PC.

Can the credits I purchased using Pay-as-you-Go be used for sending SMS besides making calls?

Yes; the credits can be used for both SMS and voice calls.

What is excluded from the subscription plans?

SMS is excluded. If you want to use S-unno to send SMS, you will need to purchase Pay-as-you-Go credits.

Is there a long term contract imposed for subscription plans?

No; at the point of sign-up, all you need is to indicate your desired monthly plan based on your usage pattern and length of subscription period. You can renew your monthly plans once the subscription period has expired.

Credit Purchase & Top-up

How can I purchase or top-up my pre-paid calling credits?

There are 3 ways of doing it:

- Purchase a US\$10.00 credit using your credit card (Visa or Mastercard) at S-unno web site.
- Purchase a pre-paid voucher from a reseller and perform an account "Top-Up".
- Transferring of credits by another S-unno user to your account.

Before performing these transactions, the S-unno user must first sign-in using his/her User ID and Password.

How much credit can I purchase or top-up each time?

You can purchase or top-up US\$10.00 worth of credit each time. For newly registered users, you are only allowed to perform 3 purchases or top-ups in the first month. After which, you are allowed up to 5 purchases or top-ups for subsequent months.

Why is there a cap on the number of purchases or top-ups each month?

This is part of our fraud protection policies to protect S-unno users against unauthorized credit card transactions performed by fraudsters using stolen credit card information.

Why is the “Credit Card” top-up option disabled on the S-unno web site?

This option is disabled if your S-unno account balance is more than US\$4.00. This is our current top-up/recharge policy. If you have absolutely needed to perform a top-up, please send us an email at support@s-unno.com and we will evaluate this request on a case-by-case basis.

Credit Transfer**What is “Credit Transfer”?**

“Credit Transfer” allows a S-unno user to transfer credits to another S-unno user, for example, friends or loved ones, using part or all of your S-unno credits.

Is there a cap on the amount that can be transferred using “Credit Transfer”?

No; as long as the transferred amount is less than or equal to your available S-unno account balance, you will be permitted to perform the credit transfer to another S-unno user.

Support**Who can I contact if I have any technical queries or usage problems?**

You can visit <http://www.s-unno.com> and click on “**Contact Us**” in the menu listing and fill up your contact information, problem description etc. in the form that appears. Alternatively, you can send an email with the query details to support@s-unno.com. Once we receive the submitted query, we will revert to you at the earliest possible time.