

# Frequent Answer and Questions

## **Q: What is Multiband Homologation / SAE?**

**A:** Corresponds to a public policy that has been promoted by SUBTEL, translated into a set of sectoral regulations, which requires that all mobile phones to be marketed in the country comply with an approval process (technical evidence), through which it must be verified that said phone:

1. Receive the messages of the Emergency Alert System sent by ONEMI (SAE), consisting of those warnings that alert the population when there are risks due to some phenomenon, natural or not, that can put your life at risk (tsunamis, avalanches, eruptions, etc.).
2. Operate in all available frequency bands in at least one of the mobile technologies (2G, 3G and / or 4G).
3. Be unlocked for use in any mobile carrier in the country. That is, it works with any mobile company and not only with the one that originally operated.

## **Q: How do I know when I buy a phone that it complies with the above?**

Because the phone must have a stamp indicating whether it is compatible or not with all the frequency bands of the different mobile technologies (2G, 3G and / or 4G).

In fact, in each technology (2G, 3G or 4G) each mobile company is assigned different frequency bands. Therefore, if a phone has a stamp that says 2G, it indicates that it has all the bands of that technology, so that by behaving its owner to any company with 2G, it will work without problems. The same for the other two technologies, 3G and 4G.

For its part, a phone with 2G, 3G and 4G seal ensures that it will work on all technologies in all companies. However, the above does not mean that all the equipment must be tested individually in a technical procedure, since this would be impracticable; it is the model of the respective equipment (hardware and software) that is tested and, according to the results, all the corresponding units are labeled for commercialization.

## **Q: And what is a frequency band?**

**A:** Wireless communications are made through the air using the radio spectrum. Radio, television, radio amateurs, mobile and other communications are conducted there. A band, is a portion of the radio spectrum, used by mobile companies for their communications in each technology.

**Q: Since when will the Multiband / SAE Homologation be applied?**

**A:** The Multi-Band Homologation / SAE standard will start to be applied from September 23, 2017, so that from that date all phones that are marketed in the country must comply with the above.

**Q: Why today there are phones that are already sold with a stamp?**

**A:** The Multi-band Approval / SAE standard contemplates a first stage that began on March 13, 2017, date from which the mobile companies must put a stamp to each phone they sell, by which they inform if it operates or not in all bands of each of the 3 technologies: 2G, 3G, 4G. In this "transitory" stage, it is not even required that the telephones are compatible with SAE, nor that the models of each terminal are subject to the homologation procedure.

As of September 23, the terminals for sale must have been subjected to an approval process, by means of which the technology or technologies will be checked technically. In which the phone operates with all bands, and the mandatory compatibility with SAE. Product of the above, will change the seal for a definitive one that reflects both characteristics.

**Q: What is the use of knowing the support of bands by technology informed in the seal?**

**A:** The Multibanda / SAE seal is an indicator that shows, among other aspects, the technical compatibility of said telephone with the different frequency bands that mobile companies use to provide their services in Chile.

In this way we look for:

- Give the certainty user regarding the current or future compatibility phone plans to acquire, promoting the choice of devices that can be used without problems in all mobile companies, with the option to behave company without risks due to limitations of the phone, and
- In the case of those isolated locations where there is only one mobile company operating in a specific band of frequency, the user is not exposed to the fact that his phone does not work.

**Q: How do I read the seal?**

**A:** The stamp is easy to read and understand, and the presence or absence of X on the technologies indicated in it shows in a didactic and understandable way if the phone is fully compatible with national networks or not.

For example, if there is an X on a technology in the seal, it means that the phone that we are acquiring does not work in all the bands used in Chile for this technology.

**Q: What happens if from September 23 I buy a phone without a stamp?**

**A:** As of September 23, all equipment that is marketed in Chile must have the final seal, which indicates that its technical model was subjected to a process of homologation, whose results should be reflected in the final seal.

In effect, once the aforementioned process has been completed, the terminal will be incorporated into a centralized system of approved equipment, before being commercialized. The equipment that is not incorporated in this system will not work in any of the mobile companies in the country.

If, despite the foregoing, you notice that you were also sold a telephone without a stamp, you can contact the Telecommunications Sub-secretariat or the SERNAC to report and claim this situation, depending on whether the telephone was sold by a telecommunications company or not (retail, distributors, etc.).

**Q: What about the phones that were working before September 23?**

**A:** They will continue to work without problems, since they will be incorporated into a system of equipment classified as "historical". To this end, all the teams that have made or received calls in any of the mobile companies in the country in a period of 5 years prior to September 23 will be registered.

Therefore, if you have a phone that you have not used in many years and you want it to continue working, you must make at least one call before September 23, and it will be automatically recognized by mobile networks.

**Q: Are all these obligations only for mobile companies?**

**A:** No, this new regulation is applicable to any company that, starting on September 23, sells telephone equipment in Chile. All must approve them so that they are registered in the corresponding base.

**Q: What happens since September 23 if I want to buy or bring a phone from abroad?**

**A:** From September 23, these phones must also be registered in the system. For this there is a procedure called administrative registration, which is directed only to natural persons who have acquired a mobile phone abroad for their personal use.

This administrative registration can be done in person or remotely in one of the certification companies that are published on the SUBTEL site [www.multibanda.cl](http://www.multibanda.cl). To carry out the process, it is necessary to be a natural person and reasonably prove that they have acquired the equipment abroad. The detail of the required documents should be requested from the certifying companies. However, the indicated administrative registration, whose sole purpose is the registration of telephone equipment in the system so that it can operate in the network of mobile companies,

does not certify, enable or prove that a team has SAE and all the bands and / or technologies that the seller has indicated, because this is part of another process called homologation.

**Q: And this administrative registration has a cost?**

**A:** It has no cost, as long as it is not more than one phone per natural person per year.

**Q: I will travel to Chile in the coming days. Can I use my phone with a local SIM Card if my phone is unlocked, or can I only use it when roaming?**

**A:** The phones brought by people who have services from other international operators and who use them in the roaming mode can continue using them without problems after September 23, 2017.

Now, if you want to use the phone with a Sim Card from a Chilean mobile company, you must make the administrative registration of it.

**Q: Will telephone prices go up because of this regulation?**

**A:** No. There are many factors that determine the price of phones in the market. Multiband regulations are not one of them. The regulations today favor the arrival of telephones that can work in all the bands that are being used in Chile. This will generate dynamism in the industry and eliminate the uncertainty as to whether a telephone will work in any national company, which will make the already healthy process of mobile number portability even easier, since it will introduce more competition and, therefore, benefits for users.

**Q: Since September 23, phones in Chile will work automatically in all bands?**

**A:** No. The regulations require that the phones that are marketed in the country show, in a simple way, through the respective seal, the technologies that fully support, but does not require that all phones are compatible with all bands. The different stamps to be implemented will indicate when we are in the presence of a fully compatible equipment, or if their compatibility is limited in some technology in use at the national level.

Notwithstanding the foregoing, what is mandatory is that telephones operate in all available frequency bands in at least one of the mobile technologies (2G, 3G and / or 4G).

**Q: What happens with the other devices, which are not telephones, and that occupy the network of mobile companies?**

**A:** Although these equipment does not require approval (they are not technically tested), they must also register in the equipment system, so they can work. In the case of equipment in operation before September 23, and as for phones, they will be automatically incorporated into the system by mobile companies. The equipment that is marketed as of September 23 must be registered through a certification company ([www.multibanda.cl](http://www.multibanda.cl)). The certifying companies will request the background information that will allow identifying the type of device that is to be registered. Without registration, there is no service.

**Q: I am a foreigner, I come to Chile and I want to use a local SIM Card. What I do?**

**A:** As it happens in the case of equipment brought from abroad, to operate in a National mobile company the phone will have to be enrolled in the system to operate. This procedure can be done through an administrative procedure via the internet that you can do before traveling, or in person to the certifiers.

**Q: I am a foreigner, I come to Chile and I want to use my phone through Roaming.**

**A:** International Roaming users in Chile do not need to register or certify his team to traffic in national networks.

**Q: I have a phone that did not activate on the network more than 5 years ago, and after September 23 it does not work anymore. What do I do to make it work?**

**A:** If a phone was not used for the last 5 years (call traffic, data, messages) it will not work after September 23. By not complying with the regulations that take effect that day, they cannot be activated in Chile

**Q: I am a natural person. With this regulation I will not be able to buy my phone abroad to use in Chile?**

**A:** The implementation of the Multiband / SAE regulations does not impose a limitation to bring your phone from abroad, but you must register it for recognition by mobile networks.

**Q: I want to buy a phone abroad. What should I look at before doing so in order to use it in any mobile network in the country?**

**A:** To date, 2G, 3G and 4G technologies are officially implemented, following international standards in our country, in the following bands:

2G - 850 MHz / 900 MHz / 1900 MHz

3G - 850 MHz / 900 MHz / 1900 MHz / AWS (1700-2100 MHz)

4G - 700 MHz / 2600 MHz / AWS (1700-2100 MHz)

If you make sure that the phone you buy abroad is compatible with these bands, you guarantee access to all the available technologies in Chile and you will not have problems when you want to exercise your right to behave as a company. However, it is important to remember that if you decide to use a phone purchased abroad, you may not receive SAE messages.

**Q: And if I buy it in Chile, is there a case in which I should register it and not the certifying company?**

**A:** No, whether you buy a new phone in the formal trade, whether you buy it from an importer, the equipment should be registered prior to its commercialization, since that (which is registered once the approval process has been completed) Multiband / SAE) is the responsibility of the one who sells the device and of which precisely the seal

For its part, if the phone is used, just by having traffic in mobile networks before September 23, they should recognize it and should work without problems. If it has been used after September 23, the fact of being able to traffic in mobile networks means that it was properly registered at the time. The important thing is always to ensure the legitimate origin of the phone.

Now, if you buy a phone in informal stores, it may happen that the equipment does not work, not only because you are not registered but because you have not complied with the Multiband / SAE Homologation process, and in that case you do not You can register it. Finally, and for the adequate information of the population, the mobile telephone companies must enable mechanisms for the identification of equipment through their web pages, allowing those interested to know -only by entering the IMEI of the respective telephone and as long as said equipment has been commercialized since September 23-the characteristics of this.

**Q: I bought a phone abroad and failed in warranty period, so they sent me a new one. Should I re-enroll it?**

**A:** Yes. A replacement phone will have an IMEI other than the one previously registered, so you must re-enroll it. Keep in mind that being a second phone in less than 12 months, this procedure could have a cost.

**Q: My phone is compatible with all bands and is approved, but there are areas where I do not receive a signal or I can not generate calls. What happen?**

**A:** It is important to understand that full compatibility does not ensure that you have service throughout the country. This is explained by the coverage of the company that provides the service may have, in addition to a number of other environmental factors that may degrade the quality of network use experience. Your operator has a technology coverage map, which you can see on their website. If you cannot find it, demand it through your means of contact.

**Q: I bought a phone after September 23 that was compatible with all the bands in use in Chile; however, it is not like that. What rights do I have as a consumer?**

**A:** A phone sold in Chile since September 23 must have been certified in its technical capabilities, which are reflected in its multi-band seal. If the equipment in question does not have the characteristics that the seal indicates, the Consumer Law protects you to exercise changes and refunds as appropriate. The foregoing, without prejudice to the actions that the Undersecretary of Telecommunications may take with respect to the breach of the homologation process detected.

**Q: What will happen if a new technology for mobile services is implemented?**

**A:** Considering that the industry that we regulate is very dynamic, the Multiband / SAE regulations include mechanisms and deadlines to reflect the changes that may occur in the implementation of bands for new mobile technologies.

At the time of the implementation of a new technology, the Undersecretary of Telecommunications will establish regulatory changes to inform the public in advance about such modifications.

**Q: What is the Emergency Alert System?**

**A:** The Emergency Alert System (SAE) allows ONEMI to send a massive alert through special channels, which will be manifested by an emergent message, a distinctive sound and recurring vibration very difficult to ignore, in case of tsunami risk after larger earthquakes, or in volcanic eruptions and alluviums, among other emergencies determined by ONEMI by virtue of its competence.

**Q: So, as of September 23, will all mobile phones in Chile receive the emergency alert sent by ONEMI (SAE)?**

**A:** As a result of the Multiband / SAE Homologation, the models corresponding to all the mobile telephones that are commercialized in Chile must have undergone a homologation process, which, among other things, seeks to verify that the telephones:

1. Receive the Emergency Alert message regardless of the company that provides the service.
2. Display the message on the screen in a certain way and accompanied by a sound and a vibration whose characteristics make it difficult to ignore it.

Therefore, all equipment marketed in Chile as of September 23 will receive the alert message in the manner indicated above, regardless of the company that provides the service and even if the owner has been ported.

However, telephones marketed before that date - and unless they have the final stamp - could be in any of the following situations:

- (i) Receive the SAE message in a different way, without the established requirements (as a simple SMS, for example), being able to go unnoticed for the user.
- (ii) Not receive the SAE message.
- (iii) Receive the SAE message under conditions very similar to those of approved telephones.

**Q: What do I have to do to receive the message?**

**A:** You simply have to have your phone on and with mobile service coverage, even if it is not your operator's. Network saturation does not affect the sending of that message.