



Interruption in Swisscom mobile internet access

The interruption on Swisscom's mobile data network has been repaired. An increase in data traffic is expected over the next few hours, which could lead to impaired service. Since around 2 p.m., roughly half of our customers have already regained mobile Internet access. Swisscom would like to apologise to its customers for any inconvenience this may have caused.

At around 7.30 a.m. this morning (Tuesday), a fault occurred on Swisscom's GPRS network due to maintenance work. This caused impairments in mobile internet access via the Swisscom mobile network for Swisscom customers. In order to repair the problem, the service had to be restarted during the morning, causing interruptions in mobile data traffic.

On a normal day, several hundred thousand customers make use of mobile Internet services. The interruption for all customers only lasted a brief time. We were able to quickly reboot the systems and since around 2 p.m., roughly half of our customers have already regained full access to the service. At the present time, mobile Internet service is fully available for use. However, an increase in data traffic is expected over the next few hours, which could lead to impaired service.

The disturbance affected all mobile services requiring an Internet connection, from surfing the Internet to sending and receiving MMS messages and e-mails. Telephone services via the mobile network, the sending and receiving of SMS messages and connections to the fixed network (telephony, Internet, Swisscom TV) were not affected.

When the interruptions began, Swisscom customers received information via social media channels and our website, www.swisscom.ch.

Swisscom would like to apologise to its customers for any inconvenience they may have experienced.

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