

Customer Care Swisscom Broadcast

In touch with your needs

We provide excellent support around the clock. Our Customer Care Team is available to you 7 x 24 for queries, orders and fault reports concerning Swisscom Broadcast Services. Our team will process your requests in a quick and straightforward manner – you benefit from smooth processes.

0800 817 620 – your direct line

By calling our freephone number 0800 817 620 you can get access to our services around-the-clock. Customer Care will answer your call, coordinate any further activities and take all the necessary steps. Of course you can also get up-to-date information on our company anytime.

Full performance – to ensure that everything keeps flowing

The heart of Customer Care (CC) at Swisscom Broadcast beats at a high frequency. Together with the Network Management Centre (NMC) it gets and keeps the ball rolling on many fronts:

Supervision:

In the NMC, our transmitter sites and your services are monitored around the clock – with efficient alarm and modern information systems. This means that we are always up to date about the latest activities and capable of reacting quickly should problems occur.

Fault repair:

CC records fault reports and initiates / monitors their clearance. CC always keeps you informed and creates follow-up documentation and service reports in accordance with your needs.

Information:

The CC Team informs you well ahead of time about planned maintenance work or the operational status of provided services.

Access authorisation:

To ensure operational reliability, CC sets up and controls access authorisations for our locations.

Orders for live broadcasts:

CC coordinates your orders for live broadcasts and, together with the NMC, activates your programme at the required location and time. With CC your order is in the best hands.

Do you have any questions? We are here to satisfy your needs.



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