



swisscom

Service description - Business Internet light

1 Scope of application

The object of this service description is Swisscom's Business Internet light data service. Business Internet light is used to provide Internet access at SME sites. Business Internet light consists of a base product and additional service options. Installation of the base product at the customer site is carried out by the customer or by an IT partner commissioned by the customer.

2 Swisscom's services

2.1 Base product - Business Internet light

2.1.1 Site connection

Site connection involves the connection of the router at the customer's premises with the Swisscom network. In the case of an xDSL connection, site connection requires an existing or new EconomyLINE, MultiLINE^{ISDN} fixed line connection or BusinessLINE^{ISDN} basic connection.

2.1.1.1 Site connection via xDSL

The available transmission speeds are listed in the Business Internet light fact sheet. The quoted transmission speeds are theoretical maximum values and cannot be guaranteed.

For certain site connections, not all profiles are available due to the physical properties of the telephone line (e.g. length of line to telephone exchange). In such cases, an xDSL substitute profile is generally created or an alternative xDSL profile is offered. The xDSL substitute profile shall provide a transmission speed that is as near as possible to the speed ordered and shall be charged at the same price as this speed. In the event of the xDSL service being interrupted, the customer can use an additional dial back-up account that provides access to the same service options. Connection shall be subject to charges. The backup solution is not available for VDSL connections.

2.1.1.2 Site connection via optical fibre

The available transmission speeds are listed in the Business Internet light fact sheet. The quoted transmission speeds are theoretical maximum values and cannot be guaranteed.

2.1.2 Support

Swisscom operates a freephone hotline on 0800 055 055, which can be used to report faults in Business Internet. The 1st level hotline is open for fault reporting 24 hours a day, 365 days a year. The 2nd level hotline provides customer and partner support and remedies faults from Monday to Friday, 07:00 to 18:00, excluding statutory public holidays. If the fault is not related to Business Internet light, the hotline shall, at the customer's request, call on an IT partner to provide additional on-site support.

2.1.3 SLA

The Business Internet light service is essentially a best effort service.

For business profiles and the "business SLA" option (see Business Internet light fact sheet), Swisscom guarantees that faults will be repaired within 24 hours of being reported. Should Swisscom fail to restore the affected connection (for business profiles and the "business SLA" option) within 24 hours (and Swisscom (Switzerland) Ltd is directly at fault), we shall refund one month's rent (max. 1x per month).

2.2 Service options

2.2.1 EFT/POS terminal

Special configuration for connecting point-of-sale terminals (tills). With this option, Internet access for other Internet applications is deactivated. Data transmission is only allowed with financial institutions. All communication is initiated from the EFT/POS terminals. For this reason no additional services can be offered with this option.

2.2.2 Protection-Net

The reachable systems of the various alert institutions can be reached via public IP addresses on the Internet. In contrast to Internet access via conventional xDSL connections, Protection-Net devices communicate with the respective alert institutes. A profile specially created for this type of communication ensures that access is secure. All communication is initiated by the alert devices. Communication is only possible with the predetermined alert institutes; other Internet traffic is prevented by Swisscom. For this reason no additional services can be offered with this option.

2.2.3 Fixed IP addresses

You need fixed IP addresses if you want to run your own e-mail or Web server. IP addresses are taken from the IP address range assigned to Swisscom by RIPE (Réseaux IP Européens) in accordance with the RIPE guidelines. Customers are not entitled to select specific IP addresses. Swisscom may change IP addresses at any time. If the customer ceases to use Swisscom's Business Internet light, the IP addresses revert immediately and completely to Swisscom.

It is important to note that in the case of the subnetworks with 4, 8, 16, 32, 64, 128 or 256 fixed IP addresses, 3 IP addresses are required for the technical provision of the service and can therefore no longer be used for customerspecific services.

As soon as an Internet connection is ordered in connection with the Swisscom product «Business Connect Professional», the «fixed IP addresses» option shall no longer be available.

2.2.4 Domain Name Service (DNS)

The DNS option allows customer-specific DNS entries such as MX records, reverse DNS entries and mail backup. The DNS option is only available to you in combination with the fixed IP addresses option.

2.2.5 Virus and spam filter (incl. Mail Backup)



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The virus & spam filter option decodes, filters and blocks incoming customer e-mails. All e-mails (including attachments) are checked for harmful and undesired content and, if such content is found, are not automatically forwarded to the receiver unless the filter has been deactivated for the e-mail address in question. The mail backup option is provided free of charge with the virus & spam filter option. The virus & spam filter option is only available to you in combination with the fixed IP addresses option.

With the mail backup solution, if the connection to the Internet is interrupted, incoming e-mails shall be stored by Swisscom for up to five days. As soon as the connection to the Internet becomes available again, we shall send the e-mails to the customer. The mail backup solution is only available to you in combination with the fixed IP addresses option.

2.3 Activation date

Swisscom shall attempt to activate the service within the time indicated on the order. No guarantee is given in this respect, however.

2.4 Technical modifications

Swisscom is entitled to make technical modifications at any time, provided the customer's costs are not affected and the operation and performance of the service are not adversely affected.

2.5 Service interruptions

Wherever possible, Swisscom shall inform the customer in good time of service interruptions required in order to repair faults, carry out maintenance work and roll out new technologies, etc. Swisscom shall endeavour to keep such interruptions as brief as possible.

2.6 Implementation proviso

If, in spite of positive feasibility studies and order confirmation, it is found during implementation that the connection cannot be realised for unforeseen technical reasons or due to excessive expense, Swisscom's contractual obligation shall cease with immediate effect. In such a case, the customer may not claim damages or compensation from Swisscom.

3 Duties and obligations of the customer

3.1 Duty to cooperate

3.1.1 General

The customer must, in good time and at his own cost, set up and maintain the requisite infrastructure on his premises up to the customer/premises connection point. The customer must provide Swisscom with all the information required for activating and installing the service and for remedying faults. The customer bears full responsibility for the accuracy of the information he provides. The customer shall grant Swisscom or third parties commissioned by Swisscom access to the relevant documents, information and premises.

3.1.1.1 Router on customer premises

The customer is responsible for selecting and installing a suitable router (recommended type as per the Business Internet light price list). Swisscom recommends that an IT partner be used for the selection and installation of a router.

3.1.2 Fixed IP addresses

Prior to installation, the customer shall provide Swisscom with the necessary information relating to the use of the public IP addresses for RIPE (www.ripe.net) in accordance with the RIPE guidelines.

3.2 Installation

The base product must be installed by a certified IT partner commissioned by the customer or by the customer itself. The IT partner or customer bears sole responsibility for the correct technical installation of the service at the customer's premises. The IT partner is not a Swisscom auxiliary partner and Swisscom shall not establish an ordinary partnership with it.

3.3 Billing and terms of payment

Billing for the service shall take place on a monthly basis. The obligation to pay shall commence on the day following the activation of the service (the activation date). The obligation to pay shall also apply in cases where the service has been activated but cannot yet be used due to delays for which Swisscom is not responsible (e.g. installation pending).

3.4 Warranty

Swisscom shall make every reasonable effort to ensure that its telecommunications networks are secure. It cannot, however, provide any guarantee against unauthorised use of the telecommunications network. Swisscom reserves the right to block the Business Internet light service temporarily in order to combat spam and hazardous codes (such as viruses, worms, trojans etc.).