

Shared Office Professional service description

1 Scope

This service description concerns Shared Office Professional from Swisscom (Switzerland) Ltd (hereinafter "Swisscom"). Based on Microsoft SharePoint Services 3.0, Shared Office Professional is a subscription for an online document management user interface. With one gigabyte of storage space and the option to set up 25 users, everything customers need is included in the service from the outset. Additional storage space and users are available separately as options.

This service enables customers to exchange documents with predefined people, to set up an information portal and to view and work on Microsoft Office documents and data jointly.

2 Services provided by Swisscom

2.1 Basic functionality

2.1.1 General

Shared Office Professional allows customers to create a virtual online workspace where they can exchange information and documents within their user group.

2.1.2 Informing

2.1.2.1 News and announcements

Customers can post news and announcements to Shared Office Professional and thus use it as an information portal.

2.1.2.2 Alerts

Customers can arrange for Shared Office Professional users both inside and outside their company to receive alerts automatically via e-mail whenever a document is changed.

2.1.3 Working

2.1.3.1 Working on documents jointly

Customers can exchange documents with other Shared Office Professional users both inside and outside their company and work on them jointly.

2.1.3.2 Independent version history management

Customers can set up an automatic version history for all common document formats supported on their computer, e.g. Microsoft Office documents or PDF (Portable Document Format) files.

2.1.4 Technical functionality

2.1.4.1 Shared Office Professional user interface

The Shared Office Professional user interface is made available to customers via the Internet. To use it effectively, Microsoft Internet Explorer Version 6 or higher and Microsoft Office 2003 or higher are required.

2.1.4.2 Storage space

Customers get 1 GB of storage space with Shared Office Professional. Additional storage space is available separately.

2.1.4.3 Users

Customers can set up a maximum of 25 users in their user interface. If further users are required, the user interface can be extended using a separate option.

2.1.4.4 Layout

Customers can adjust the layout of Shared Office Professional to suit their preferences.

2.2 Shared Office Professional options subject to additional charges

2.2.1 Unlimited users

This option allows customers to set up an unlimited number of additional users for the service.

2.2.2 Additional storage space

This option allows additional storage space to be added for an extra charge in increments of 1 GB.

2.3 Licences

Customers are not provided with any licences. Only local Microsoft Office and Windows licences are required on the customer's computer.

2.4 Security

2.4.1 Service availability

Shared Office Professional is offered round the clock with high availability.

2.4.2 Data integrity

Access to Swisscom Shared Office Professional via public networks is always encrypted in accordance with widespread industry standards. Data transfer (exchanging files) is SSL-encrypted.

2.4.3 Redundant Data Center

All files are stored with redundancy at a Data Center in Switzerland.

2.5 Installation, service and support

2.5.1 Administration and configuration

Customers can use the SME Hotline on 0800 055 055 (free) for all the settings of their subscription.

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A web-based tool is provided for configuring individual subscription settings and individual mailboxes. Installation and configuration guides and a special area with FAQs (frequently asked questions) are also provided.

2.5.2 Support

Swisscom provides a free SME Hotline on 0800 055 055 to report problems with the Shared Office Professional service.

The SME Hotline accepts fault reports and questions during the following hours:

Monday to Friday 8 a.m. to 10 p.m., Saturday 8 a.m. to 7 p.m., Sunday and public holidays 9 a.m. to 5 p.m.

Support services not related to a fault and special configuration support required by customers will be charged separately. For faults that do not concern Shared Office Professional (e.g. Microsoft Office problems), Swisscom will refer the customer to a Swisscom IT partner for further on-site support. The customer bears the cost of this on-site support.

2.5.3 Cost-relevant changes

The person responsible for the customer's IT systems (SME Admin) can organise cost-relevant changes, settings and transactions via the SME Hotline on 0800 055 055.

3 Duties of the customer

3.1 Duty to cooperate

Customers must handle all preparatory and supporting work themselves at their own expense. An IT specialist should be contacted where necessary. Swisscom will be happy to recommend a suitable specialist.

Customers must supply Swisscom with all the information needed to install and activate the services. They are fully responsible for ensuring that the details are correct and for the use of access information and passwords. They must take appropriate measures to prevent misuse. In particular, suitable passwords must be chosen, and these must be kept safe and changed regularly.

3.2 Requirements

To ensure that they can use the Shared Office Professional functions, customers must acquire and maintain the following systems and software at their own expense.

3.2.1 Windows 2000 / XP / Vista

For Shared Office Professional to work, the Microsoft Windows operating system (2000, XP or Vista) and Microsoft Internet Explorer Version 6 or higher are required. More information on the current requirements and recommendations for the service can be found on the Web.

3.2.2 Office 2003

To make the most of Shared Office Professional and its functions, Microsoft Office 2003 Service Pack 2 (Outlook 2003, Word 2003, Excel 2003, PowerPoint 2003) must be installed on the computer.

4 Further terms and conditions

4.1 Misuse

Customers are responsible for the content of all data (files of any form) they or their users store on Swisscom's Shared Office Professional infrastructure. Customers and their users may only store content that is allowed by law. Customers must delete any files stored by themselves or their users that are identified as being illegal.

Swisscom does not normally check the content of the stored files, but it may – in addition to the measures specified in the General Terms and Conditions for Data Services – delete files identified as illegal.

In the context of criminal proceedings, Swisscom must make the files accessible to the appropriate authorities in accordance with the applicable legal provisions.

4.2 Billing and payment terms

The service is billed as stated in the contract, usually on a monthly basis. The payment obligation begins on the day after the service is activated. This is still the case if the service cannot be used immediately after activation due to delays not caused by Swisscom.

One thirtieth of the monthly fee may be billed for every day of a partial month if the service is terminated before the end of the month.

4.3 Guarantee

Swisscom does not guarantee that the services mentioned above will function without errors or interruptions. Swisscom makes every effort to take reasonable steps to secure its services and communications networks. However, it cannot guarantee that the services and networks will not be misused. Customers must be aware that, despite its best efforts and the use of the latest technology, Swisscom cannot guarantee that information is processed in a totally secure and error-free manner. Furthermore, Swisscom offers no guarantee as to the correct functioning of any hardware and software supplied by third parties. In particular, Swisscom has no influence over errors, updates, changes in functionality etc. affecting Microsoft programs.

4.4 Downtime

Swisscom reserves the right to carry out regular maintenance work on the systems during the predefined maintenance window (8-10 p.m. on Tuesdays). During this time, Shared Office Professional may be temporarily interrupted. Swisscom will inform customers as early as

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possible of any further downtime that is necessary to correct faults, carry out maintenance work, introduce new technologies etc. Swisscom makes every effort to keep such interruptions to a minimum.

4.5 Changes to the service description

Swisscom reserves the right to amend this service description at any time. It will inform customers as to when the amended service description becomes valid.