

# Swisscom Ethernet Service

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Efficient and advantageous high-speed networking  
for national and international locations

## What is the Swisscom Ethernet Service?

- Quite simply the best possible networking any time, any place
- 1 contract, 1 SLA worldwide
- The latest technology
- One network for all topology models
- Independence from the IP protocol
- Flexible scalability from 2 Mbit/s to 10 Gbit/s

## How you benefit

- A convergent future-oriented solution for voice, data and applications
- Cost-effective and scalable solution for networking your locations worldwide
- Multi-protocol application support
- Supports the integration of company-specific security policies

The convergent solution for  
voice, data and applications.



### Secure Mobile Device Management Platform

Access bandwidths	2, 4, 6, 8, 10, 20, 30, 50, 100, 200, 300, 500, 700 and 1000 Mbit/s (10 Gbit/s upon request) > 100 Mbit/s for international locations upon request
Connectivity	E-LAN: Ethernet VPN (multipoint-to-multipoint connections) E-Line: EPL and EVPL (point-to-point connections) E-LAN for international locations upon request
Transparency	Full Layer 3 transparency
Service multiplexing	Several VLANs possible for each physical access One physical access/port available per international location
Supported frame types	Unicast, multicast and broadcast
Class of service	The following classes are available: bronze, gold, silver and platinum
Network protocols	Layer 2 Ethernet protocol IEEE 802.3 (MAC addressing)
LAN interfaces	Ethernet 100 Base TX and 1000 Base T/SX/LX Reduced selection of LAN interfaces available for specific international locations
MAC addresses	5 MAC addresses per VLAN and access as standard, up to 100 optional

### Service Management

Service level agreement	Contractually defined service availability, help desk (24 hours a day), monitoring, fault management, guaranteed and proven availability with financial compensation provisions in line with SLA (service level agreement)
Service level	Reactive in the case of basic services; proactive in the case of premium services
Fault logging	7x24 h
Support level	Choice of 3 levels – up to full support 24 hours a day (Monday to Sunday) Choice of 2 levels for international locations: during local office hours and 24 hours a day (full support) Monday to Sunday

### Installation

Scope of delivery	Designed and implemented to be fully operational
Delivery time for new installations	15 working days; subject to agreement if a fibre optic upgrade is necessary International locations subject to agreement, usually within 50 working days
Delivery time for upgrades	Max. 3 working days For international locations subject to agreement if additional access is required
Contract term	12 to 60 months 12 to 36 months for international locations
Coverage	Throughout Switzerland and business centres in Europe Other regions (US, Asia-Pacific, Latin America, Middle East) on request

### Options

Access variants	3 redundancy types available International locations upon request
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The information in this document does not constitute a binding offer. It is subject to revision at any time.

