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Implementation of Article 12e (4) of the Telecommunications Act (CC 784.10)

Under Art. 12e (4) TCA, if telecommunication service providers (TSPs) treat information during transmission in a technically or economically differentiated manner, they must inform customers and the public of this.

Under Art. 12e (3) TCA, TSPs may offer other services in addition to access to the Internet via the same connection, which must be optimised for specific content, applications or services in order to meet the quality requirements of customers (known as 'managed services' or 'specialised services').

In Swisscom's fixed network and mobile network, its own voice service over the Internet Protocol (Voice over IP, VoIP, in the mobile network specifically Voice over LTE, VoLTE) is such a specialised service. To ensure effective functioning even in overload situations, this service is prioritised.

In the fixed network, blue TV is also classed as a managed service. This service is only prioritised in the event that the simultaneous use of blue TV and other Internet services exceeds the capacity of the connection. In this case, blue TV must be prioritised to ensure TV transmission quality. The [contracts for blue TV](#) also therefore include a provision that Internet services may be temporarily impaired in the event of the simultaneous usage of TV and Internet services.

In addition, traffic management measures are taken in mobile communications to ensure that, in congestion situations, services with contractually provided high bandwidths enjoy higher bandwidths than those for which lower bandwidths are contractually provided. Specifically, this concerns the subscriptions [listed on this website](#), which differ, among other things, in the bandwidth of the Internet access.

Swisscom is also constantly expanding its fixed and mobile networks in order to avoid congestion situations as far as possible.

In the case of mobile communication services with volume limits, the Internet connection is either disconnected after the data allowance has been used up ([Swiss mobile light plus](#)) or the speed is reduced as soon as the contractually agreed data allowance has been used up ([inOne mobile data XL](#)). However, no additional costs are incurred.

A Fair Use Policy (FUP) applies in particular to mobile communication services that allow unlimited mobile telephony, SMS and mobile Internet usage. These subscriptions only apply for normal personal use. Swisscom reserves the right to curtail or restrict the service or take other appropriate steps if it can prove that usage significantly exceeds normal levels or if there are justified indications that the subscription is being used for special applications (e.g., surveillance applications, machine-to-machine, direct dial and continuous connections). Click [here](#) for more details on the FUP.

To maintain the integrity and security of our network, we analyse the data flow anonymously for specific attack patterns or anomalies (e.g., DDoS attacks). In the event of such an occurrence, we reserve the right to filter this harmful data traffic from the network (Art. 12e (2b) TCA).

We also reserve the right to block illegal content on the instructions of a Swiss court or an authority authorised to do so (Art. 12e (2a) TCA).



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If you require additional information, please contact our customer service department (on 0800 800 800 or follow this [link](#)).