



# Swisscom Carrier Ethernet Service (CES) Overview

Service Typ «point to point»		Service Typ «any to any»	
<b>E-Line</b> (Point-to-point EVC) Connecting two locations «End-to-end»		<b>E-LAN</b> (Multipoint-to-multipoint EVC) Connecting multiple locations into one EVC	
<b>E-Access</b> (Point-to-point OVC) Connecting a location to a VLAN		<b>E-Tree</b> (Routed multipoint EVC) Connecting multiple locations to one location	

## Variants and Service Characteristics

	CES Essential	CES Basic	CES Premium Silver	CES Premium Platinum
Access	High-end Fiber Access			
Availability	On-Net (only if fiber available)	On-Net & Off-Net Regardless of fiber availability, build-out possible <sup>1</sup>		
Access Type	Single Access HE	Single Access HE	Dual Access HE	
Supported Optics (SFP)	1000Base-BX10	various		
CPE Option	Direct Connect (no CPE)	Direct Connect (no CPE) Low-range CPE (1G WAN, AC) Mid-range CPE (1G WAN, AC/DC) High-range CPE (10G WAN, AC/DC)		
Bandwidth Profiles	10Mbit/s – 1Gbit/s	2Mbit/s – 10Gbit/s		
Provisioning & Processes	100% digital (Portal and API)	digital/manual		
Price Zones	FTTH / FTTO	Top City / City / Regio		

## Service Level Agreement (SLA)

	CES Essential	CES Basic	CES Premium Silver	CES Premium Platinum
SLA Type	Basic		Premium Silver	Premium Platinum
Fault Reporting			7x24	
Troubleshooting			7x24	
Service Monitoring	reactive		proactive	
End-to-End Availability	Yearly end-to-end availability			
	99.90% DC not guaranteed	99.90% CPE/DC not guaranteed	99.95% CPE 99.93% DC guaranteed	99.99% CPE 99.97% DC guaranteed
Recovery Time	6h, not guaranteed		4h, guaranteed	2h, guaranteed
Max # Faults	max. 6 p.a. not guaranteed		max. 4 p.a. guaranteed	max. 2 p.a. guaranteed

## Technical Parameters/Options

	CES Essential	CES Basic	CES Premium Silver	CES Premium Platinum
MAC-Addresses	4'000 per CES Service (optional 10'000)			
Class of Service	Yes (CoS 7)			
SLA Report	Not available		Yes, monthly	
Flex-VLAN	Yes (1'000 VLANs supported per access)			
Max. MTU Sizes	9'000 Bytes			