

# Carrier Line Service

Version	2-2
Issue date	2026-01-21
Replaces version	2-1
Valid from	2026-05-01
Contract	Contract for Data Services Contract for Leased Lines LTC

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## 1 Introduction

1. This operational manual describes the processes between Swisscom and the telco operator, which are used for the production and operation of the Carrier Ethernet Service.
2. Where nothing to the contrary is mentioned, the points of contact and areas mentioned in the list are responsible for the processes between Swisscom and the telco operator, and declarations of intent are exchanged electronically (e.g. e-mail, fax, web tool/electronic interfaces, etc.).

## 2 Service Fulfilment

### 2.1 Business cases

1. Service fulfilment services include, in particular, information, offers, provision, commissioning and service adjustments and are listed in Table 1 below.
2. In addition to determining the route of the line, the provision of a CLS includes the configuration and installation of the associated network termination devices at both end points and a line test.
3. Both service provision and service adjustments are carried out during standard working hours and cannot be carried out during the Coordinated Maintenance Window (CMW).

Business cases	Incoming	Outgoing	Duration in working days (guidelines)
Information	Wholesale Portal	Wholesale Portal	-
	Account Manager	Account Manager	-
Offers	Offer request	Offers	5
Ordering	Order form	Confirmation of receipt of order	1*
		Confirmation of planned commissioning date (individual agreement**)	10*
Commissioning			20*
Conformation after commissioning CLS		Documentation of the individual agreement	25*

\* Working days from date of order receipt

\*\* Within one working day if no objection is received from telco operator

Table 1: CLS business cases

4. The given guideline values are only valid if sufficient resources are available.

### 2.2 Information

1. Swisscom will provide the telco operator with the following information:
  - Non-binding price information, electronically via the Wholesale Portal
  - Non-binding information on availability and prices via the Account Manager

## 2.3 Offers

1. To receive an offer, the telco operator forwards a request to Swisscom.
2. Replies to offer requests for CLS are generally issued within five working days.
3. Following receipt of the offer request, Swisscom provides an offer with the following details:
  - Price information
  - Realisation date from date of receipt of the order
  - Period during which the offer will remain valid

## 2.4 Production variations

1. The following two variations are available for the production of a CLS:
  - New service activation
  - Service adjustment

### 2.4.1 New service activation

1. With a new service activation, a new CLS is created. This involves the initial entering of the service administratively in the systems of Swisscom as well as the actual technical commissioning.
2. The guideline value for the commissioning of a new service is listed in Table 1.

### 2.4.2 Service adjustment

1. With a service adjustment, an existing CES can be adapted within the scope of the offer. The following possibilities are available:
  - Location change
  - Change to the quality of service
  - Change of transfer capacity
2. It is possible to combine service changes. The relocation of a VLAN access point is viewed as a location change. A mutual change of location is treated as a cancellation and new order
3. Service changes are generally accomplished within 10 working days.

## 2.5 Ordering

1. To order a CLS, the telco operator sends a completed order form to Swisscom.
2. If Swisscom created an offer in advance, these details (e.g. offer ID) must be shown in the order.
3. Following receipt of the order, Swisscom checks the details. If the order details are correct and complete, Swisscom creates a confirmation of receipt of the order with the identification of the service (line ID). The telco operator generally receives this within one working day.
4. Swisscom generally confirms the planned commissioning date within 10 working days following receipt of the order from the telco operator. The telco operator also receives the following information with this confirmation:
  - Service description with addresses and all required specifications
  - Line ID
  - Recurring and one-time charges

5. If no objection is received from the telco operator by e-mail within one working day following receipt of the confirmation, this is viewed as the conclusion of an individual agreement for the respective Carrier Line Service.
6. If the individual agreement is concluded, commissioning takes place in accordance with section 2.6.
7. If Swisscom did not create an offer prior to receiving the order from the telco operator, any expansion costs will be listed in a separate offer. In such a case, the individual agreement will only be viewed as concluded if the telco operator agrees to the expansion costs.

## 2.6 Commissioning

1. Swisscom sends the telco operator installation instructions.
2. The telco operator is responsible for ensuring an appropriate infrastructure in line with the specifications of Swisscom (telco operator infrastructure), such as rooms, in-house installations, air conditioning and power supply, is available in a timely manner. The required infrastructure work must be completed at least two working days prior to the agreed commissioning date.
3. The telco operator must send Swisscom a confirmation regarding the completion of this work. The telco operator is responsible for any delays in the installation work which result in a postponement of the commissioning date.
4. If a location cannot be commissioned on the agreed commissioning date, the service agreement governs any resulting claims of the telco operator and/or Swisscom.
5. The telco operator itself is responsible for installing, maintaining and running the building access.
6. Following commissioning of the line, Swisscom will carry out a line test to check functionality and also the ability to achieve the quality parameters. Swisscom will determine the measurement duration and measurement procedure and **protocols according to ITU-T standard Y.1564 for Ethernet.**
7. Swisscom documents the individual agreement on the respective service and sends it to the telco operator following commissioning of the service. This includes the following information, among other things:
  - Service description with addresses and all required specifications
  - Line ID
  - Actual commissioning date
  - Recurring and one-time charges
8. **Swisscom provides a fact sheet for commissioning on the customer side. This sheet contains important information that can be accessed at any time using the QR code affixed to the CPE.**



## 2.7 Provision outside standard times

1. At the request of the SPT, Swisscom will provide the standard time adjustment / provisioning in customer Windows.
2. Delivery outside standard times must be requested when ordering, otherwise it will be made in Customer Window 0 (default).

Customer Window	Time	Comment
CW 0	Monday- Friday: 08:00-17:00	Standard working hours
CW 1	Monday - Friday: 06:30-08:00 17:00-19:00	-
CW 2	Monday -Friday: 00:00-06:30 19:00-24:00 Saturday-Sunday: all-day	No sales orders are executed during the Coordinated Maintenance Window (CMW)

Tabelle 2: Customer Window

## 2.8 Cancellation ("Disconnection")

1. In the event of a regular termination of a CLS in accordance with the conditions in the contract document, the service will be disconnected in the month following expiry of the notice period.

# 3 Service assurance

## 3.1 General

1. Die Service Assurance Leistungen beinhalten die folgenden Tätigkeiten:
  - Operation and maintenance of the CLS including the associated network termination devices
  - Fault acceptance 7 x 24 hours
  - Reactive monitoring for CLS with SLA Basic
  - Proactive monitoring for CLS with SLA Premium
  - Fault rectification 7 x 24 hours for all service qualities (Depending on location factors and Swisscom's personnel capacities. Premium services are always given priority).
  - Annual quality of service reports with the actual measured availability for lines with Premium service agreement

### 3.1.1 Customer Care Center

1. The Customer Care interface between Swisscom and the s is agreed on and recorded in the list containing the points of contact.
2. The monitoring and administration of CLS takes place in accordance with the service description.
3. Swisscom initiates fault analysis and rectification for Premium services proactively and reports this information to the telco operator.
4. Swisscom initiates fault analysis and rectification for Basic services reactively, based on fault reports received from the telco operator.
5. For end customers, the telco operator is definitely the first point of contact.

### 3.1.2 Maintenance: Coordinated Maintenance Window (CMW)

1. To ensure quality can be maintained, network maintenance is needed periodically. Whenever possible, reconfigurations, hard and software changes will be carried out during the CMW.

**The CMW is always on a Sunday between 2:00 am and 6:00 am.**

2. If the planned interruption is expected to last more than three minutes, the affected telco operators will be informed by Swisscom at least ten working days beforehand.
3. If the planned interruption is expected to be less than or exactly three minutes, the work will still be carried out during the CMW, but the telco operator will not be informed about it.
4. In special cases work may be needed outside the CMW, which the telco operator will also be informed about at least ten days in advance.
5. Swisscom reserves the right to adjust the CMW. Swisscom will inform the telco operator in good time about any such changes.

## 3.2 Fault reporting and rectification

### 3.2.1 Conduct in the event of faults

1. The telco operator will only contact Swisscom once it has confirmed that the fault is not in its equipment or in-house installation. If, following receipt and review of the fault notification, it can be proven that the fault lies within the area of responsibility of the telco operator, the telco operator must reimburse Swisscom for any costs incurred.
2. Swisscom is authorised to take measures to avoid or rectify faults, and to demand that the telco operator takes appropriate precautions at its location. If the fault cannot be rectified as such, the telco operator must change its installation or the installation of its customers or suspend operation at its expense.
3. The telco operator will provide Swisscom employees with access to its premises within the scope of service provision and activities for avoiding faults.
4. If an event is identified as a fault, Swisscom will open a trouble ticket. The trouble ticket is updated on an ongoing basis with information on the measures completed in relation to this event. With the trouble tickets, a differentiation is made between faults determined by Swisscom and those identified by the telco operator.

### 3.2.2 Faults identified by Swisscom (for Premium services with CPE)

1. If the management system of Swisscom identifies a fault, a trouble ticket will be created. Directly after opening the trouble ticket, fault rectification measures are initiated and a confirmation is sent to the telco operator, if possible within the time defined in the service agreement.

### 3.2.3 Faults identified by the telco operator

1. If an end customer of the telco operator identifies a fault, they will contact the “End User Helpdesk” of the telco operator. After reviewing the relevance of the fault, an authorised employee of the “End User Helpdesk” of the telco operator reports the fault to Swisscom. A trouble ticket is opened as soon as the event is reported. Authorised persons are those expressly named in the contract. Fault rectification measures are initiated as soon as the trouble ticket is opened, and the telco operator is notified as soon as possible.

#### 3.2.4 Service restoration

1. Once the trouble ticket has been created and the confirmation has been sent to the telco operator, Swisscom will work actively on fault rectification and provide the telco operator with regular status updates.

#### 3.3 Service quality reports

1. Service quality reports are only created for CLS Premium. They show the extent to which Swisscom has complied with the guaranteed target service levels.

#### 3.4 Escalations

1. If a quality of service parameter cannot be fulfilled, Swisscom is responsible for restoring the service appropriately. If the issue cannot be rectified within the agreed time, the event can be escalated. The escalation points can be found in the list containing the points of contact.