Overview of the work we plan for the 2FA launch

The conversion will occur in three stages.

Preliminary tasks:
To prepare for the three stages, additional necessary information will be required from you. What happens to this:

**Stage 1:** Productive in February 2019
In this step, the prerequisites for the implementation of the further steps are completed.
- A separation of the service accounts from the remaining accounts takes place.
- The service accounts will now be excluded from direct management by you. Swisscom will be able to record service accounts only after an application.
- This may require a splitting up of existing accounts with users and Web service roles. To this end, we need confirmation from you of those accounts that have to continue as service accounts.
- We will be able to correspondingly complete these accounts with your data on SuperUsers, admin and service accounts (table).
- The corresponding accounts that will have had to have been separated into service accounts and user accounts will be informed correspondingly.
- The authorisations will be redefined in such a way that Web services can only be given to the service accounts. This will make it easier for you to issue and maintain authorisations.

Stage 2: Productive in March 2019
The additional fields and the type for the 2FA will be launched with Stage 2.
- The field for entering the mobile number for feedback to the user will be implemented. This will allow you to be able to maintain the mobile numbers of your users directly in the SuperUser tool.
- A selection of the type of 2FA will be launched. You will receive the choice between the secure "MobileID" and "SMS/TAN". If the "MobileID" is supported for you, then this will certainly be the preferred solution for you.
    - In order to use the new options, a new process will be launched with Stage 2.
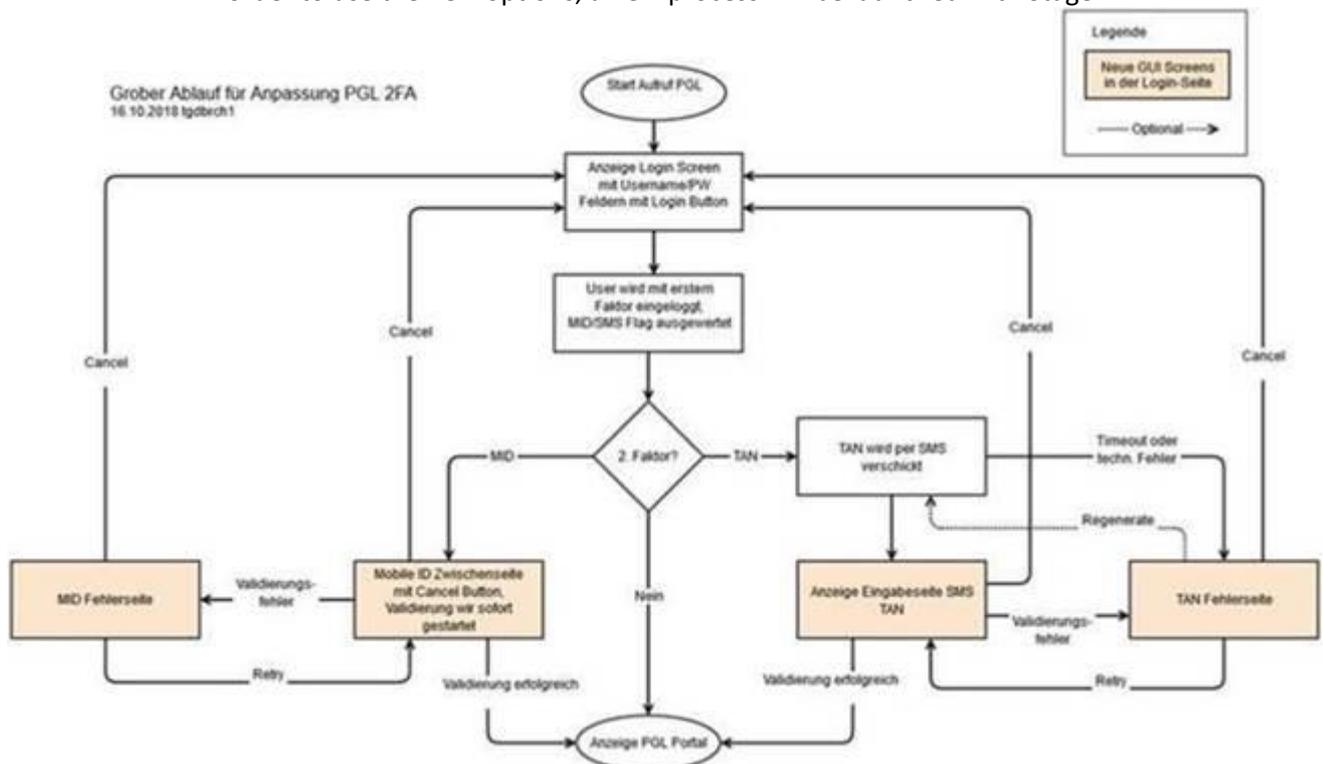
- With Stage 2, we will thus make it possible for you to be able to supplement your users accordingly and also be able to directly enter all information for new users.
However, we are still dispensing with a hard implementation of the 2FA.

Stage 3: Productive in May 2019

In the third stage, we will further reinforce our security.

- A verification for user modifications will be integrated.
- The initial passwords will be forwarded directly to the user (without them being visible for the creator).
- Logging on without 2FA will no longer be supported (hard implementation).
- Password changes for users will be enforced regularly.
  Setting the "Password change deadline" to "Forever" and "Deactivation delay (in days)" to "Never" will no longer be possible.
  The service accounts already separated in Stage 1 will be exempted from this rule.