



By INI-CWS-CS-BEW
Date 19.04.2024
Subject Release Notes Wholesale Portal

To CWS Customers
Copy to

New Wholesale Portal features available in Apr.24 Release from 24. April 2024

The Wholesale Portal is subject to continuous improvements based customer feedback and operational experiences.

The target audience of this document are mainly Swisscom's Wholesale customers. It describes the most important changes per release. For a better overview, only the changes which require a different behaviour of the users are listed. Self-explaining minor changes are left out.

This document will be updated at every new release. Chapter 1 always contains the information related to the latest release. The subsequent chapters contain the information related to previous releases.

We want to improve the Wholesale Portal continuously in on regular sprints. Therefore, we appreciate any feedback and suggestions for improvements.

Please contact your contact persons within Swisscom Wholesale regarding any feedback and questions related to the Wholesale Portal.

Important note:

Please refresh the page after the release by applying <F5> or by clearing the cache. Otherwise some of the new features may not be available.



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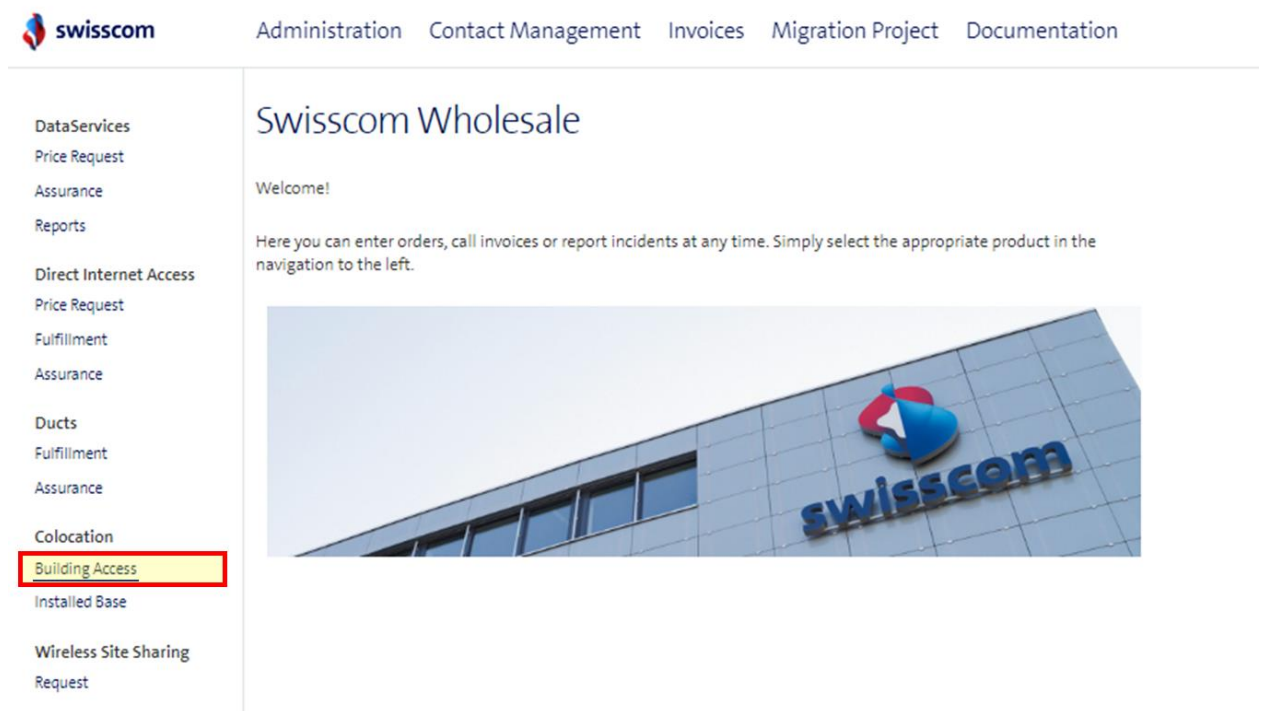
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1 Apr.24 Release (available from 24.04.2024)**1.1 Colocation: Badge, Key & Accreditation Request**


From now on you can Request Badge, Key and Accreditation for Colocations in the Wholesale Portal.

How to proceed:

Select in the Product Colocation → Building Access and follow the Badge, Key & Accreditation Request Form



1.1.1 Badge, Key & Accreditation Request Form


Installed base & access request

Badge, Key & Accreditation

Request

What is your request?

Badge Request

Key Request (additional cost will be applied)

Accreditation Request

P- and L-Number*

Badge/Key owner information

Salutation*

Mr. Mrs.

Name*

Mobile*

Email*

Language*

Others

Who can Swisscom contact with questions about this request?

Customer reference

Remarks

During the onboarding process, Swisscom will ask directly the person for whom the Badge or Key is being requested to upload additional documents.

Questions about badge & key request? Please contact

Contact

flaeche_gebaeudeinfrastruktur@swisscom.com

Send request

During the onboarding process, Swisscom will ask directly for whom the Badge or Key is being requested to upload additional documents, like:

- Passport photo
- Copy from Identity card or Passport
- Filled and signed document SECD-213, which is only available in German/French and Italian. Here are the different language versions
 - German: [SECD-213 SE Sicherheitsbestimmungen für externe Mitarbeitende \(Handwerker\)](#)
 - French: [SECD-213 SE Consignes de sécurité pour le personnel externe \(artisans\)](#)
 - Italian: [SECD-213 SE Disposizioni di sicurezza per collaboratori esterni \(artigiani\)](#)

The actual Functionality is a first Evolution to build up the main functionality for Colocation.

1.2 DataServices CES Orders: Email Notifications for Installation Partner

Within a Data Service CES order, the Installation Partner is newly informed about their installation order.

Primary Access

ⓘ Contains Mandatory Information

Site A Primary Access ^

<p>Site A Primary Access</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Address</td> <td>8005 Zürich Förribuckstr. 62 (Customer Site)</td> </tr> <tr> <td>CPE Model</td> <td>Low Range</td> </tr> <tr> <td>New Physical Access</td> <td>Yes</td> </tr> </table> <div style="border: 2px solid red; padding: 2px; margin-top: 10px; display: inline-block;">Installation Partner</div> <p>ⓘ For a scheduled service provision we absolutely need current and correct contact data</p> <div style="border: 1px solid #ccc; padding: 5px; text-align: center; margin-top: 5px;"> Add Installation Partner </div>	Address	8005 Zürich Förribuckstr. 62 (Customer Site)	CPE Model	Low Range	New Physical Access	Yes	<p>End Customer Contact</p> <p>ⓘ For the appointment with the end customer, we need current and correct contact information.</p> <div style="border: 1px solid #ccc; padding: 5px; text-align: center; margin-top: 5px;"> Add Contact </div> <p>House Owner</p> <div style="border: 1px solid #ccc; padding: 5px; text-align: center; margin-top: 5px;"> Add house owner details </div>
Address	8005 Zürich Förribuckstr. 62 (Customer Site)						
CPE Model	Low Range						
New Physical Access	Yes						

The notification is switched on by default and can be switched off if required.

Primary Access Site A Installation Partner

Company Name*		<input checked="" type="checkbox"/> Email notification	
Street	Building no	City*	Postcode*
First Name*		Last Name*	
Phone Number*		e.g. 0041 79 123 45 67	
Fax Number		Email*	
e.g. 0041 79 123 45 67			

[Save](#)

1.3 CES/CLS Premium Platinum lines will also show the related line (Second Circuit ID) details.

Within the details of a CES /CLS Platinum Lines, the secondary access name is also displayed.

CES Platinum:

< CES installed base list

Single Request

Terminate

Lausanne IP 356/CES:CON:100028189

Zürich IP 1826/CES:CON:100028189

CES EVP-LAN

[Go to related Order](#)

Related VLAN Service: [COL:SRV:36945](#)

Primary Access

Service Access Type	LAN Port Type	CPE LAN Speed	CPE LAN Duplex	CPE LAN Negotiation	CPE Port Encapsulation	VLAN Service ID
Site A UNI	TenGigabitEthernet 0/0/12	-	-	-	dot1q	V56032434 Related physical access


Secondary Access

Service Access Type	LAN Port Type	CPE LAN Speed	CPE LAN Duplex	CPE LAN Negotiation	CPE Port Encapsulation	VLAN Service ID
Site A UNI	TenGigabitEthernet 0/0/12	-	-	-	dot1q	V56032434 Related physical access

Customer Reference	-
Product name	CES EVP-LAN
Product version	3.5
Bandwidth	2M
Service Level Agreement	Premium Platinum ⓘ
Subscription Start Date	08.12.2022
Subscription Period	12 months

CLS Premium Platinum Line:

< CLS / Fiber Line installed base list


 Single Request Terminate


Muralto-Zürich NP 6

Muralto-Oberengstrin NP 1

CLS Premium Platinum

Site A Primary Access	6600 Muralto
Company Name	Jecuje Uuf Architecture Rdvv Ltd.
Additional Company Name	-
Name	-
Phone Number	-
Email	-
Notes	-

Site B Primary Access	8005 Zürich
Company Name	Lonlwi Dox Inc. Vzxyu Group  (Ctrl) ▾
Additional Company Name	-
Name	-
Phone Number	-
Email	-
Notes	-

Customer Reference No.	-
Product name	CLS Premium Platinum
Product version	2.3
Bandwidth	10000M
Service Level Agreement	Premium Platinum P 
Subscription Start Date	01.05.2021
Subscription Period	60 months



1.4 Remove Physical Access by termination of CES lines

When a CES line needs to be terminated, user has to confirm whether the related Physical Access can be removed after the last connectivity on this access is removed.

Termination

Termination date

Termination date

ⓘ An early termination fee might apply if you are terminating the contract before the end of the subscription period.

Early Termination Fee

Requested Termination date	31.01.2025	<small>ⓘ Eventual network upgrade costs are not included in this fee for early termination and will therefore be charged retroactively if applicable.</small>
One time fee	0.-	

When the Physical Access is no longer used and the last connectivity has been removed, please confirm whether the Physical Access can also be removed.

Delete the related Physical Access * ⓘ

Yes No

Do you have questions or problems terminating the line? Please contact our support.

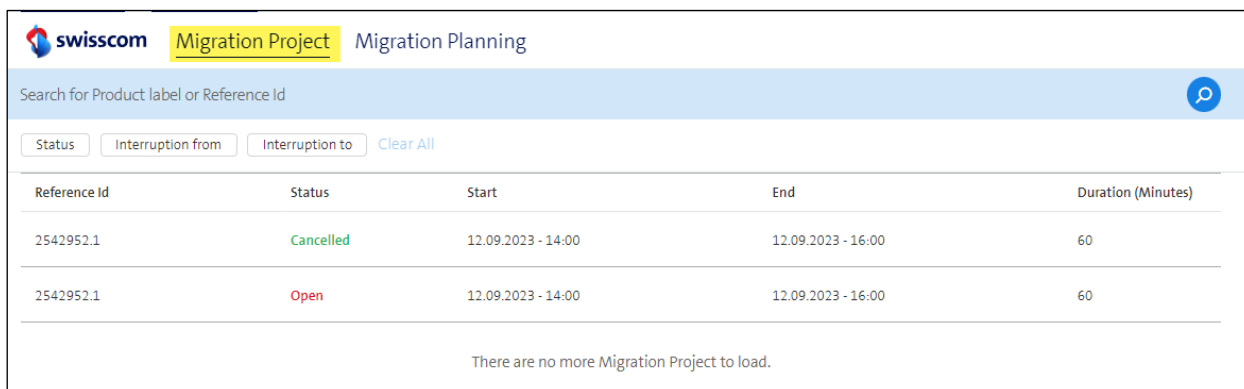
Order Management Wholesale
entry.wholesale@swisscom.com

2 Release 3.2.0.106 (available from 15.11.2023)

2.1 Power Off Interruption in Colocations

From now on you can access the planned power interruptions in the Wholesale Portal, which you already receive today via email.

Planned power interruptions are listed as a new entry under Migration Project:

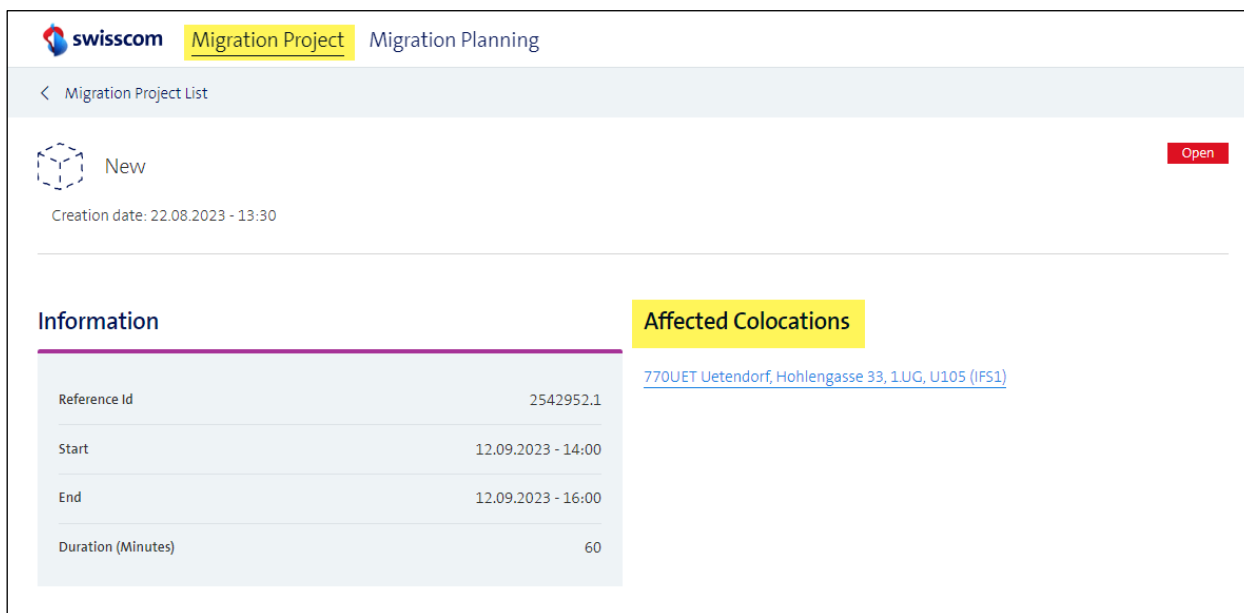


The screenshot shows the 'Migration Planning' interface. At the top, there is a search bar for 'Product label or Reference Id' and a search icon. Below the search bar are filters for 'Status', 'Interruption from', and 'Interruption to', along with a 'Clear All' button. The main content is a table with the following data:

Reference Id	Status	Start	End	Duration (Minutes)
2542952.1	Cancelled	12.09.2023 - 14:00	12.09.2023 - 16:00	60
2542952.1	Open	12.09.2023 - 14:00	12.09.2023 - 16:00	60

Below the table, a message states: 'There are no more Migration Project to load.'

The detailed view of the migration project - in this case for the planned power interruption - contains the affected colocations, date, time and duration of the interruption:



The screenshot shows the detailed view of a migration project. At the top, there is a breadcrumb 'Migration Project List' and a 'New' button. Below this, the creation date is shown as '22.08.2023 - 13:30'. The main content is divided into two sections: 'Information' and 'Affected Colocations'.

Information

Reference Id	2542952.1
Start	12.09.2023 - 14:00
End	12.09.2023 - 16:00
Duration (Minutes)	60

Affected Colocations

[770UET Uetendorf, Hohlegasse 33, 1.UG, U105 \(IFS1\)](#)



2.2 One line address search

The address search capabilities have been simplified and the user can search with City names or Street names or HouseNames.

This new mechanism is available in all the places, where a verified address is provided.

Here is an example with Street Name search.

The screenshot shows a search interface with the title "Please enter an address". Below the title is a text input field containing "bahnstr". Below the input field is a list of search results:

- Bahnstr. 1, 8352 Elsau
- Bahnstr. 1, 8610 Uster
- Bahnstr. 3, 8610 Uster
- Bahnstr. 1, 6242 Wauwil

Here is an example with City followed by street name search.

The screenshot shows a search interface with the title "Please enter an address". Below the title is a text input field containing "zurich bahnhofs". Below the input field is a list of search results:

- Bahnhofstr. 1, 8001 Zürich
- Bahnhofstr. 2, 8001 Zürich
- Bahnhofstr. 3, 8001 Zürich
- Bahnhofstr. 9, 8001 Zürich

Here is an example with house name search.

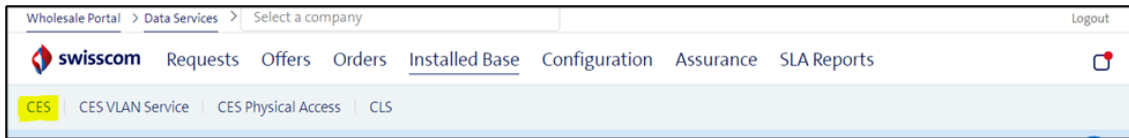
The screenshot shows a search interface with the title "Please enter an address". Below the title is a text input field containing "Kiosk". Below the input field is a list of search results:

- Kiosk, 7550 Scuol
- Kiosk Göbli, 6300 Zug
- Kiosk Welle, 3008 Bern
- Kiosk Steinhof, 6300 Zug



2.3 Merged Installed Base for CES

All the CES Multipoint and "Point to Point" lines are now shown under the product category "CES". In the earlier releases, they were shown separately.



3 Release 3.2.0.105 (available from 18.10.2023)

3.1 Migration Planning

Migration planning is there to let you know as early as possible when we are planning maintenance work, or switch overs – so called "Migration Projects", see chapter "Migration Project Customized Solution". It is not a finalized work, so you have the possibility to give us blocking periods, which we then consider in the final migration project. For example, because of a software release, an event or something else on your customer side. This helps us to react according to your customer request and to avoid short term vetoes.

3.1.1 In Scope and Out Of Scope

But before we get started, you need to know:

- You will only receive migration planning for services on FTTH and FTTO infrastructure.
- You will only receive migration planning for services with an SLA higher than "Basic"
- You will only receive migration plannings for services CES, CLS and DIA
- You will not receive migration planning for services on the copper infrastructure.


3.1.2 Process


How the User Journey looks like from the initial email notification to the submission of the blocking periods to our planning team in the Wholesale Portal will now be described.

Step 1

You will be notified when a migration plan is published in wholesale:

New Migration Planning with Reference Id 99999999 - please provide blocking periods.

 virtual-server@swisscom.com
An **role.plannedmaintenance@isp.com**

 Nachricht übersetzen in: Deutsch | Nie übersetzen aus: Englisch | [Übersetzungseinstellungen](#)

Dear Customer

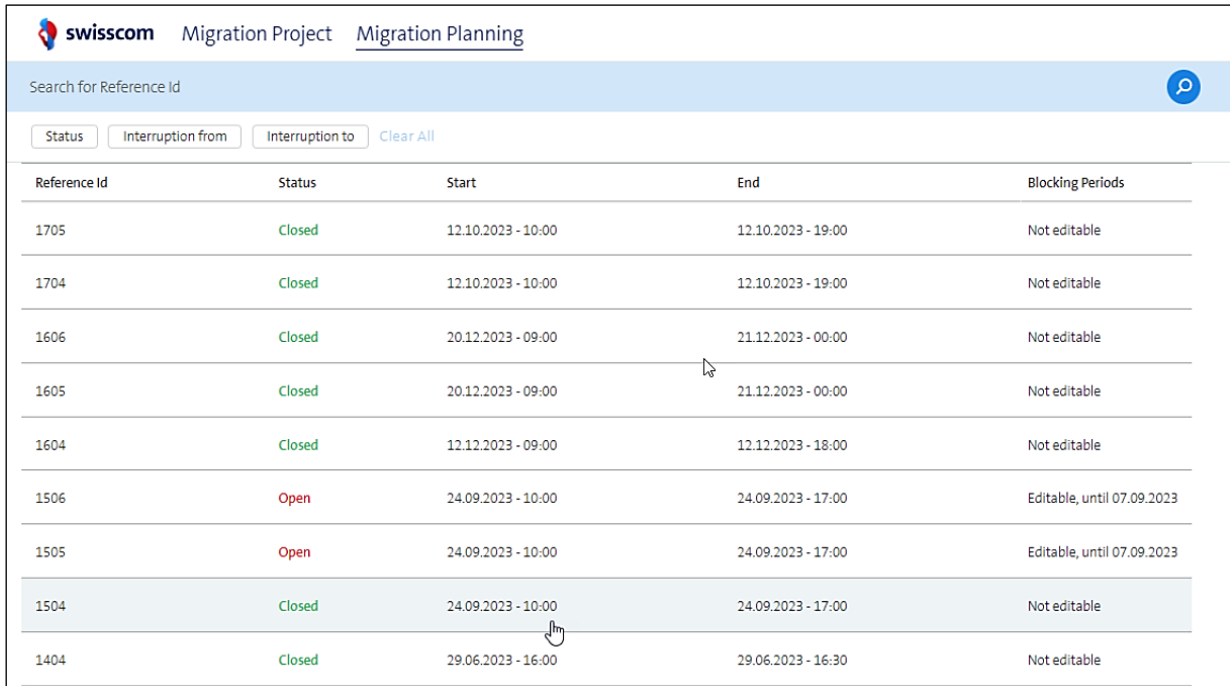
We are planning a new migration project. Get more info here: <https://wholesale.swisscom.com/wholesaleportal/migrationproject/#/migration-planning>.
Please review this migration with your customer and let us know any blocking periods by 27.09.2023 so that we can take them into consideration in our planning.
By blocking period, we mean times when Swisscom is not allowed to carry out the migration project.
You help us to avoid cancellation of the migration project at short notice.

Kind regards,

Swisscom (Switzerland) Ltd.

Step 2

Via link you will get to the migration planning page. There, all migration planning is displayed in a list:

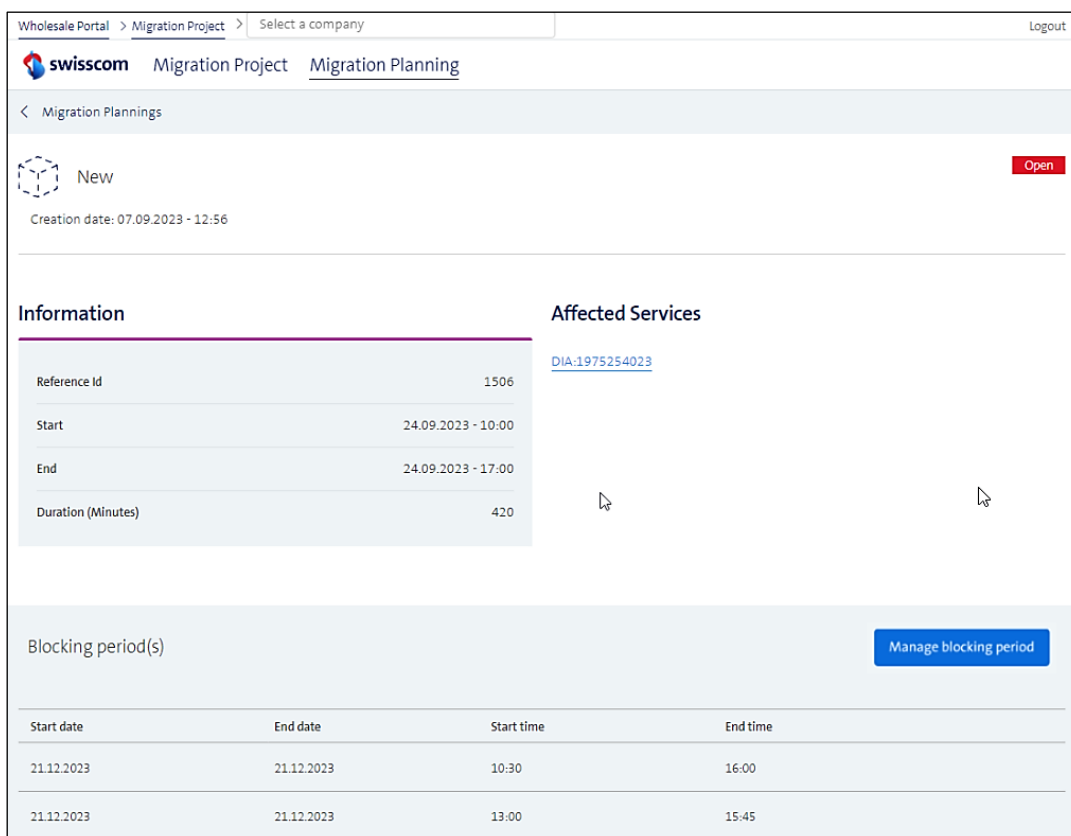


Reference Id	Status	Start	End	Blocking Periods
1705	Closed	12.10.2023 - 10:00	12.10.2023 - 19:00	Not editable
1704	Closed	12.10.2023 - 10:00	12.10.2023 - 19:00	Not editable
1606	Closed	20.12.2023 - 09:00	21.12.2023 - 00:00	Not editable
1605	Closed	20.12.2023 - 09:00	21.12.2023 - 00:00	Not editable
1604	Closed	12.12.2023 - 09:00	12.12.2023 - 18:00	Not editable
1506	Open	24.09.2023 - 10:00	24.09.2023 - 17:00	Editable, until 07.09.2023
1505	Open	24.09.2023 - 10:00	24.09.2023 - 17:00	Editable, until 07.09.2023
1504	Closed	24.09.2023 - 10:00	24.09.2023 - 17:00	Not editable
1404	Closed	29.06.2023 - 16:00	29.06.2023 - 16:30	Not editable

Step 3

Clicking on a migration planning will take you to the detail page. There you can see additional information about the planned migration project:


- Time period from-to
- Duration of the interruption
- Reference ID
- Affected services



Wholesale Portal > Migration Project > Select a company Logout

swisscom Migration Project Migration Planning

< Migration Plannings Open

 New Open

Creation date: 07.09.2023 - 12:56

Information

Reference Id	1506
Start	24.09.2023 - 10:00
End	24.09.2023 - 17:00
Duration (Minutes)	420

Affected Services

[DIA:1975254023](#)

Blocking period(s) Manage blocking period

Start date	End date	Start time	End time
21.12.2023	21.12.2023	10:30	16:00
21.12.2023	21.12.2023	13:00	15:45

You have a total of 5 working days (from the day of publication in the Wholesale Portal) to enter the blocking periods in the Wholesale Portal, i.e. days on which we are not allowed to carry out the final planned migration project under any circumstances.

Blocking period(s)				Manage blocking period
Start date time	End date time	During day time (8h - 18h)	Actions	
05.12.2022 - 23:45	05.12.2022 - 23:56	No	Delete	

Blocking period ✕

[Delete period](#)

Start date:

During day time (8h - 18h)

Starting time: Ending time:

Within these 5 working days, you can also edit, add to or delete blocking periods that have already been entered:

Blocking period ✕

Starting time: Ending time:

[Delete period](#)

Start date:

During day time (8h - 18h)

Starting time: Ending time:

[Add another period](#)

Delete blocking period ✕

Do you really want to delete the blocking period which start from
05.01.2022 - 23:45 to 05.01.2022 - 23:56

Step 4

On the 3rd working day, you will be notified via email and reminded that you still have the option to notify blocking times to Swisscom, regardless of whether you have already done so or not:

Migration Planning with Reference Id 999999125 - friendly reminder for blocking periods.

 CustomizedSolutionsServices.CWS@swisscom.com
An **role.plannedmaintenance@isp.com**

 Nachricht übersetzen in: Deutsch |  Nie übersetzen aus: Englisch |  Übersetzungseinstellungen

Dear Customer

It is about this migration planning: <https://fwsacc.swisscom.com/wholesaleportal/migrationproject/#/migration-planning>.
Please note that the time window for the blocking period information of your customers expires on 19.09.2023.
By blocking period, we mean times when Swisscom is not allowed to carry out the migration project. It helps to avoid cancellation of the migration project at short notice.
This is just a friendly reminder. If you have already provided the blocking periods, please ignore this email.


Kind regards,




Swisscom (Switzerland) Ltd.

Step 5

On the 5th working day, you will be notified one last time via email to inform you that as of now no more blocking times can be entered for this migration planning and that any recorded blocking times have now been forwarded to the planning team.

Migration Planning with Reference Id 999999125 - blocking periods sent to planning team.

 CustomizedSolutionsServices.CWS@swisscom.com
An **role.plannedmaintenance@isp.com**

 Nachricht übersetzen in: Deutsch |  Nie übersetzen aus: Englisch |  Übersetzungseinstellungen

Dear Customer

It is about this migration planning: <https://fwsacc.swisscom.com/wholesaleportal/migrationproject/#/migration-planning>.
We have forwarded your blocking period information to the planning team. They will consider it when planning and finalizing the migration project.
If you have not provided any blocking periods, please note that the time window has now expired and no more blocking periods can be provided.
Either way, once the planning is complete and the migration project is finalized, we will inform you again.

Kind regards,

Swisscom (Switzerland) Ltd.




In the Wholesale Portal, migration planning is therefore displayed with status "Closed" and the option to manage blocking times is deactivated:

Wholesale Portal > Migration Project > Select a company Logout

swisscom Migration Project Migration Planning

< Migration Plannings Closed

 New
Creation date: 07.09.2023 - 12:56

Information

Reference Id	1506
Start	24.09.2023 - 10:00
End	24.09.2023 - 17:00
Duration (Minutes)	420

Affected Services

[DIA:1975254023](#)

Blocking period(s) Manage blocking periods

Start date	End date	Start time	End time
21.12.2023	21.12.2023	10:30	16:00
21.12.2023	21.12.2023	13:00	15:45

4 Release 3.2.0.103 (available from 22.09.2023)

4.1 CES Order Tracking

The customer satisfaction survey showed that there is a need for more information and clarity on the various appointments surrounding the processing of a new order.

For this purpose, we have considered an improved presentation of those appointment data by offering a tracking mode in the order list as well as enhanced data in the order detail view.

We have also made measures to keep you posted on all the interactions between your installation partner and Swisscom during the inhouse installation, as we have been told that it is not always entirely clear what the status is.

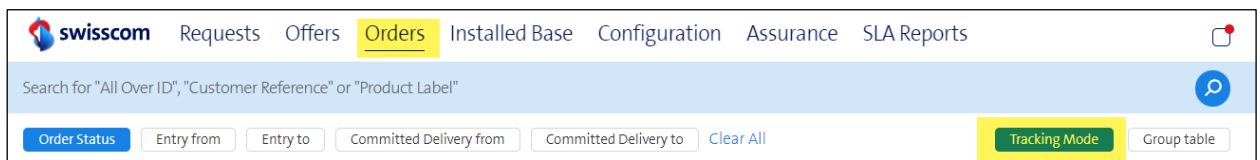
Please note that the following function can only be provided for CES orders for the time being. However, we are already working on providing this for CLS orders as well. The implementation date is still open.

4.1.1 Tracking Mode

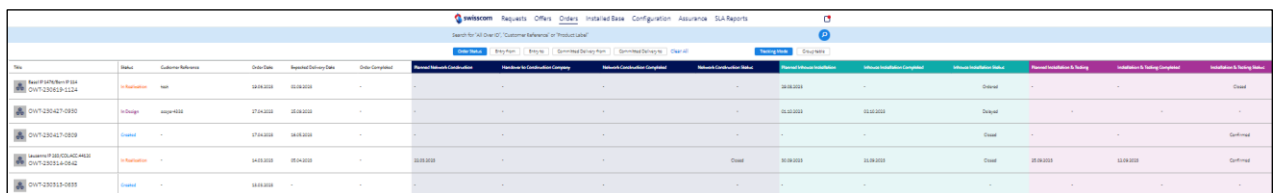
A new order tracking over all CES orders is provided. To make it easier for you to distinguish between the different appointments, we have separated them by color:

- **blue:** network construction (if network construction was required for the specific CES order)
- **green:** inhouse installation (to be done by your installation partner)
- **purple:** CPE installation or tests on site (the latter if "Direct Connect" was ordered)

The new "Tracking Mode" can be activated (and deactivated) at any time and optionally in the menu "Orders":



As the order tracking list with all dates expanded gets very wide, we provide a sticky row to ensure you can refer to the order at any time:



The screenshot shows a table with multiple columns. The first row is highlighted in light blue and serves as a sticky header for the table. The table contains several rows of order data, each with a colored background corresponding to the tracking mode: blue for network construction, green for inhouse installation, and purple for CPE installation or tests on site.

Order ID	Customer Reference	Order Date	Planned Delivery Date	Order Generated	Network Network Construction	Hardware by Construction Company	Network Construction Complete	Network Construction Start	Planned Network Construction	Network Installation Complete	Network Installation Start	Planned Installation & Testing	Installation & Testing Complete	Installation & Testing Start
D1V7-220124-1224	+	18.09.2023	22.09.2023	-	-	-	-	-	20.09.2023	-	-	-	-	-
D1V7-220427-0830	+	27.04.2023	28.09.2023	-	-	-	-	-	28.09.2023	-	-	-	-	-
D1V7-220427-0839	+	27.04.2023	28.09.2023	-	-	-	-	-	28.09.2023	-	-	-	-	-
D1V7-220514-0842	+	14.05.2023	25.04.2023	20.09.2023	-	-	-	-	20.09.2023	-	-	20.09.2023	22.09.2023	22.09.2023
D1V7-220513-0835	+	18.09.2023	-	-	-	-	-	-	-	-	-	-	-	-



Following dates and information are displayed in the Tracking Mode:

Type	Appointment description	Wording within Tracking Mode
CES Order	Date on which the new order was created	Order Date
	Expected delivery date of the service according to service lead time/customer request	Expected Delivery Date
	New expected delivery date of the service according to postponement/customer change request	New Expected Delivery Date
	Date on which the new order was completed	Order Completed
	Status of the new CES order	Created, In Design, In Realization, Partly Completed, Completed
Network	autom. calculated delivery date of the network construction (unconfirmed date by now)	Planned Network Construction
	Date on which the network construction order was handed over to the construction company	Order Handover to Construction Company
	Completion report of the network construction	Network Construction Completed
	Status of the network construction	Ordered, In Design, In Realization, Closed
Inhouse Installation	autom. calculated delivery date of the inhouse installation	Planned Inhouse Installation
	Postponement of the planned inhouse installation according to installation partner feedback/missing feedback from the installation partner	Planned Inhouse Installation
	Date on which the inhouse installation was completed	Inhouse Installation Completed
	Comment of inhouse installation status	<i>No wording, just use cursor and go over status to see the comment</i>
Installation & testing	Status of the inhouse installation	Ordered, Rejected, Delayed, Closed
	Date agreed with the customer contact for the CPE installation or testing on site	Planned installation & testing
	Date on which Swisscom completed the CPE installation or testing on site	Installation & Testing Completed
	Status of the CPE installation or testing on site	Confirmed, Customer Pending, On Hold, Closed

4.1.2 Enhanced Order Detail View

The same as in tracker mode plus additional dates are also displayed in the order detail view. Additional dates in the order detail view:

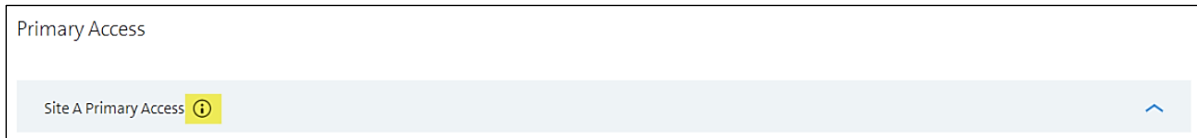
- Network construction: Provisional Network Construction Date
- Network construction: Realistic Network Construction Date
- Network construction: Postponement Reason
- Inhouse Installation: Inhouse Installation Update (Comment)

Primary Access			
Site A Primary Access ⓘ			
Inhouse	Details	Inhouse Installation noch nicht erledigt. Tracking bei MCI	Completed
Installation	Date	05.06.2023	
	Delayed	12.06.2023	
CPE	Status	Planned	Completed
Installation			

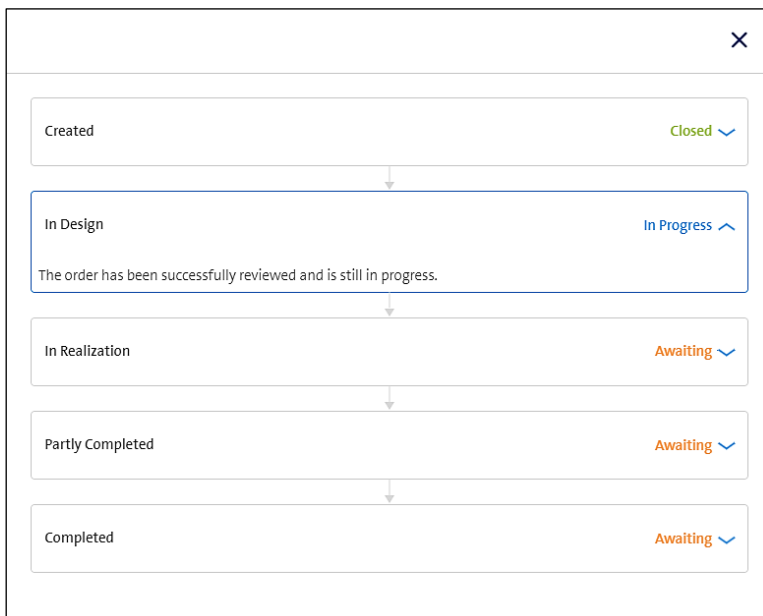


4.1.3 Status Modal

To better show you what tasks have been passed, what we are currently working on and what is still awaiting, please access the status modal. For each site we are expecting installations and construction we are showing a status modal. Simply click 'i' to open the status modal:

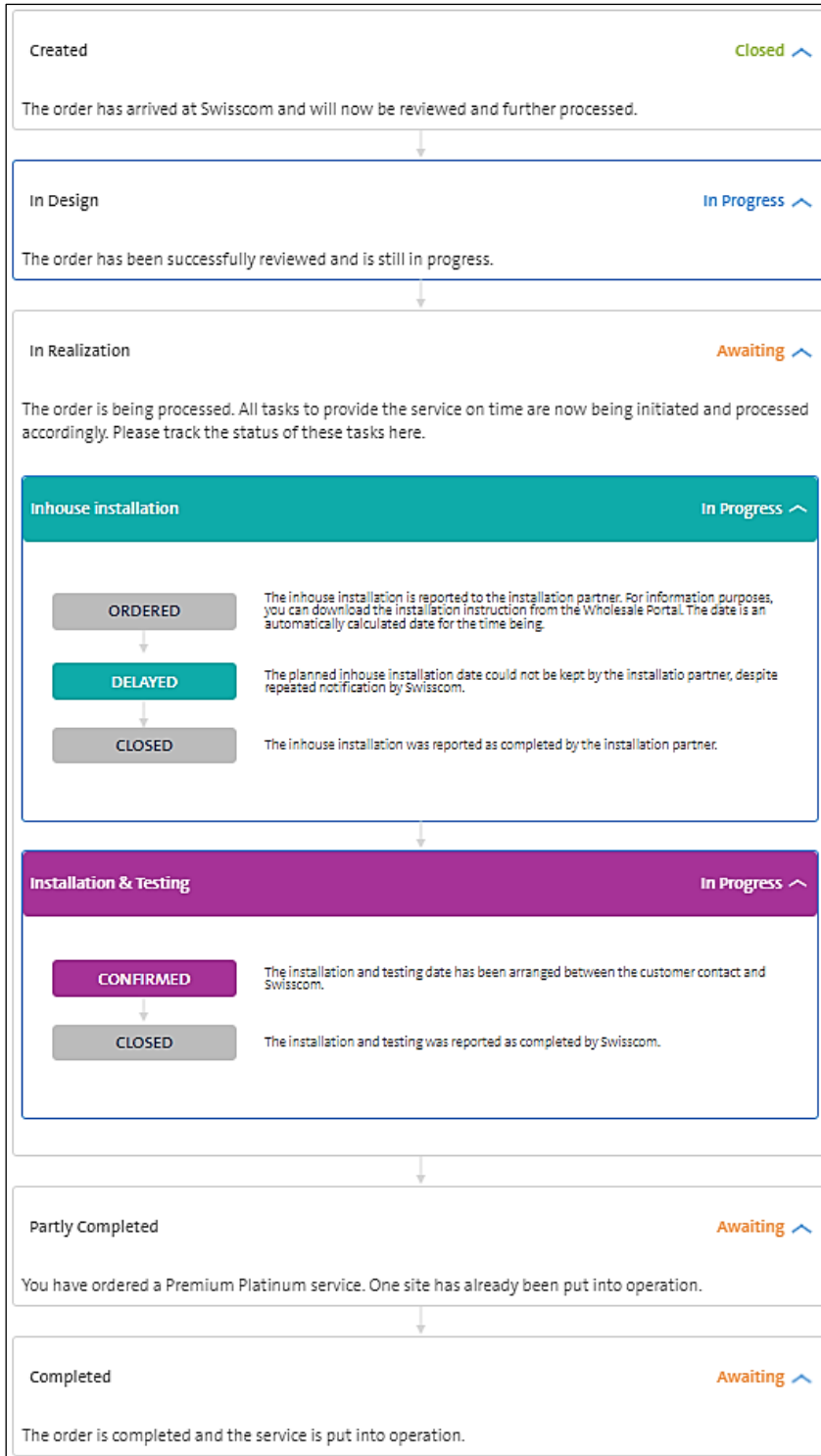


By default only the running task is unfolded:





If additional info is required simply unfold the tasks:

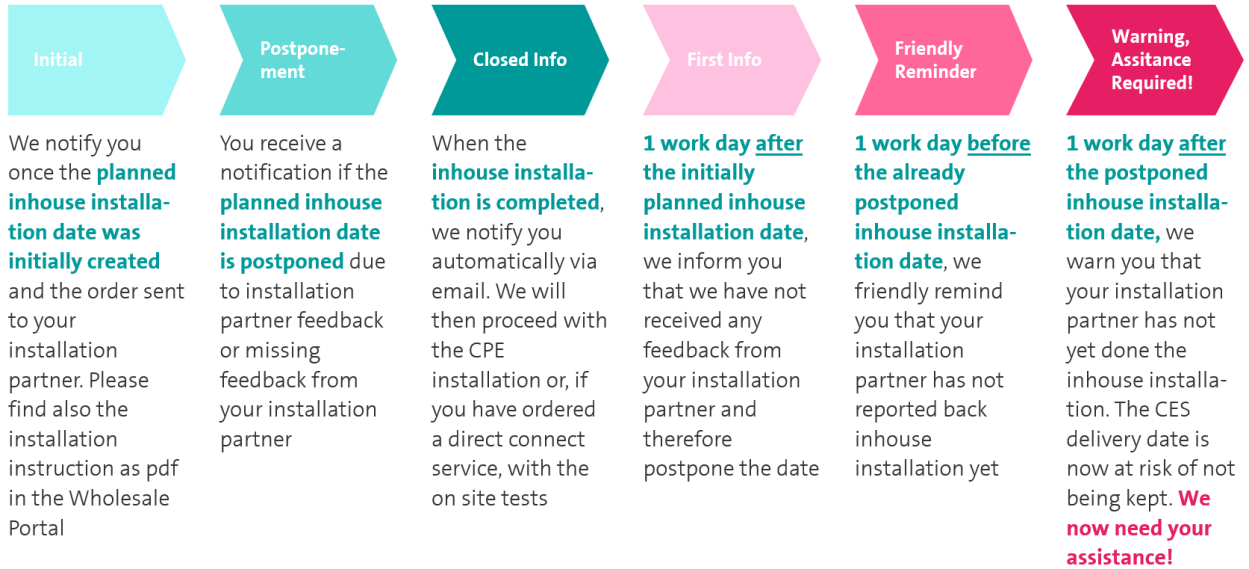




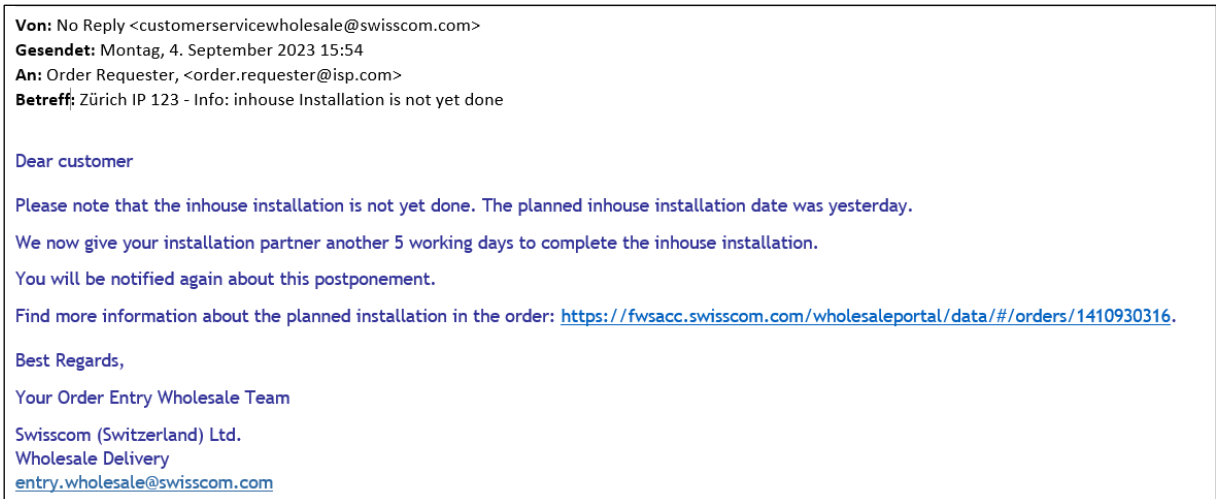
4.1.4 Inhouse Installation Improvements

In order to keep you posted during the inhouse installation, you will receive an email notification when the status or appointment changes. Also in case of missing feedback from the installation partner, we will inform you proactively.

See the flow how and when we are going to notify you:



Each email notification contains the link to the order detail view in the Wholesale Portal. See example:

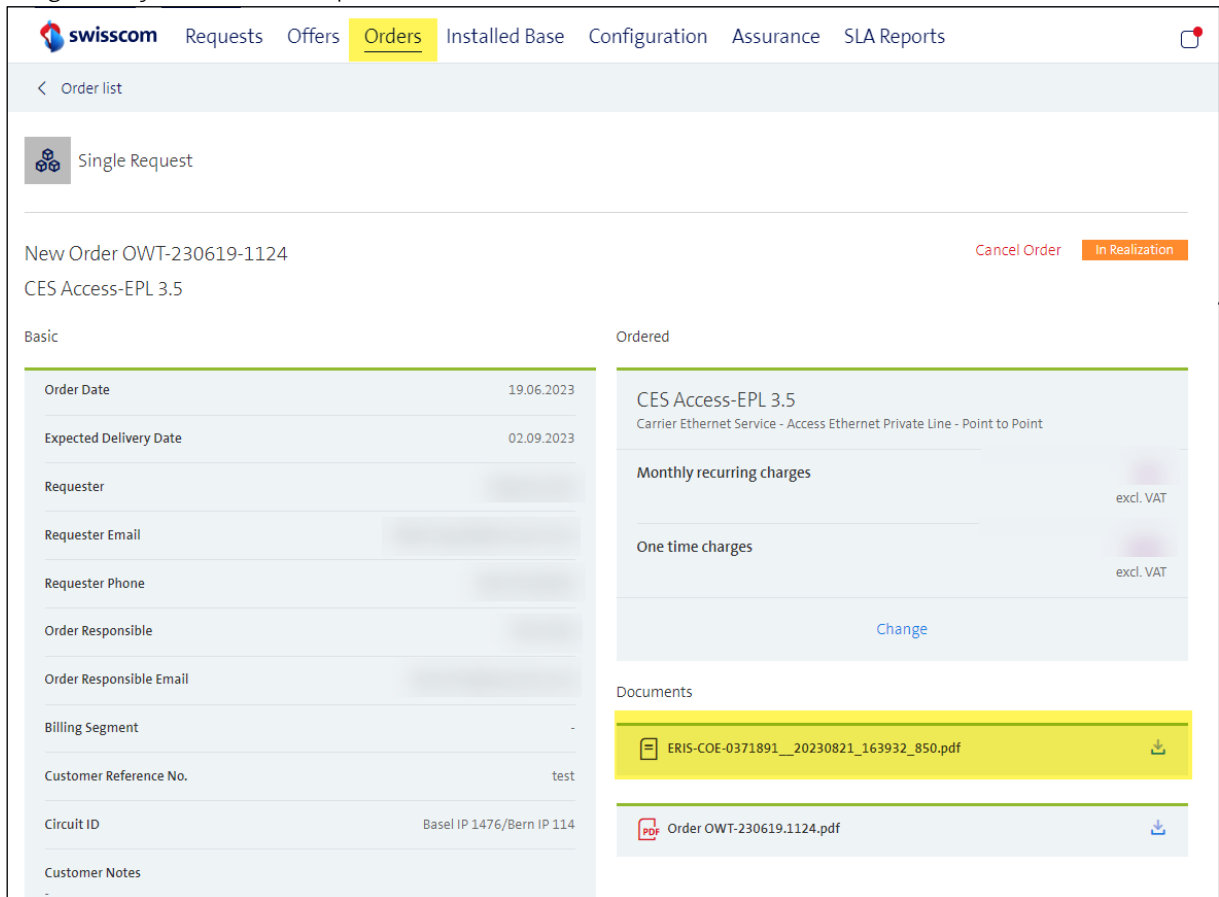


This notification will be sent to the email address that was specified when the order was placed.

Important: if you do not have a Wholesale Portal account yet, please contact your superuser to get information about the order at any time and to download the inhouse installation instruction as pdf.

4.1.5 Installation Instruction for CES orders

For CES orders, please find the installation instructions in the order detail page once the inhouse order is assigned to your installation partner:



The screenshot displays the Swisscom web interface for an order. The navigation bar includes 'swisscom', 'Requests', 'Offers', 'Orders' (highlighted), 'Installed Base', 'Configuration', 'Assurance', and 'SLA Reports'. Below the navigation, there is a 'Single Request' section. The main content area shows 'New Order OWT-230619-1124' with a 'Cancel Order' button and an 'In Realization' status. The order is identified as 'CES Access-EPL 3.5'. The interface is divided into two columns: 'Basic' and 'Ordered'. The 'Basic' column contains fields for Order Date (19.06.2023), Expected Delivery Date (02.09.2023), Requester, Requester Email, Requester Phone, Order Responsible, Order Responsible Email, Billing Segment, Customer Reference No. (test), Circuit ID (Basel IP 1476/Bern IP 114), and Customer Notes. The 'Ordered' column shows 'CES Access-EPL 3.5' with a description 'Carrier Ethernet Service - Access Ethernet Private Line - Point to Point'. It lists 'Monthly recurring charges' and 'One time charges', both marked as 'excl. VAT'. A 'Change' button is visible. Below the 'Ordered' section, there is a 'Documents' section with two entries: 'ERIS-COE-0371891__20230821_163932_850.pdf' and 'Order OWT-230619.1124.pdf', both with download icons.



5 Release 3.2.0.96 (available from 22.03.2023)

5.1 Locations without OP and locations with OP without available fibers

Until now we have displayed locations without OP in the same way as locations with OP without free fibers.

To distinguish the situations, we now show sites with OP without free fibers differently.

As a reminder, how we display locations without OP:

CLS	
Copper	
Availability	Not available
Access Point Details	-
No. of Currently Free Lines	-
Max. Bandwidth	-
Service Lead Time in Work Days	-
Fiber	
Availability	Available with network upgrade
Access Point Details	None
No. of Currently Free Lines	n/a
Max. Bandwidth	100'000 M
Service Lead Time in Work Days	60
CES	
Fiber	
Availability	Available with network upgrade
Access Point Details	None
No. of Currently Free Lines	n/a
Max. Bandwidth	10'000 M
Service Lead Time in Work Days	55



Now, if the location has an OP but it does not have any available fibers, we will show the availability check new as follows:

CLS	
Copper	
Availability	Not available
Access Point Details	-
No. of Currently Free Lines	-
Max. Bandwidth	-
Service Lead Time in Work Days	-
Fiber	
Availability	Available with network upgrade
Access Point Details	OP:1725/79BAE
No. of Currently Free Lines	0
Max. Bandwidth	100'000 M
Service Lead Time in Work Days	60
CES	
Fiber	
Availability	Available with network upgrade
Access Point Details	OP:1725/79BAE
No. of Currently Free Lines	0
Max. Bandwidth	10'000 M
Service Lead Time in Work Days	55

It also includes the following remark:

- Currently there are no free fibers available on the OP. We check an OP splicing, OP extension or a network construction. We allow ourselves to offer possible expansion costs to you.



6 Release 3.2.0.89 (available from 19.10.2022)

6.1 Reopen Assurance Incident

If an Assurance Incident is set to status "Resolved", but the problem still exists, you now have the option to reopen the Incident within 72 hours (after reaching the status "Resolved"):

The screenshot shows the 'Incident list' page in the Swisscom Wholesale Portal. The incident 'Bern-Bern NP 2345' is shown with a status of 'Resolved'. A yellow warning box states: 'The problem is not resolved? You can reopen the incident until 20.10.2022 - 14:06 before it is automatically closed'. A green 'Resolved' button is visible. The incident details include:

- Incident ID: INC000009866035
- Reporting Date: 22.08.2022 - 14:41
- Incident reported by: [Redacted]
- Company: [Redacted]
- Closed time: 17.10.2022 - 14:06

Customer Reference: test status notification
Incident category: Bad Quality: Packet Loss
Occurrence of incident: 22.08.2022 - 00:00
End Customer Contact: -

What was done and analysed remotely? test
What was done and analysed on site? test

Worklog [Empty box]
Add Worklog

Footer: Terms of Use | Disclaimer | © Swisscom (Switzerland) AG 2022

In the online form you can also provide us with information that could be important for the further troubleshooting process:

Reopen Request of Incident with ID INC000009866035 ✕

Incident ID*

Product Label*

Company*

Incident reported by*

Notes*
 ✓

After submitting the request, Swisscom will receive an email. Only after this mail has been processed the status will be reset from "Resolved" to "Assigned" and the troubleshooting will continue:

Wholesale Portal > Data Services > Select a company Logout

swisscom Requests Offers Orders Installed Base Configuration Assurance SLA Reports

< Incident list

Bern-Bern NP 2345 ✓ Thank you, your reopen request will be processed immediately Resolved

cls reactive incident via scopa - test status notification

Customer Reference	test status notification
Incident category	Bad Quality: Packet Loss
Occurrence of incident	22.08.2022 - 00:00
End Customer Contact	-

Incident ID	INC000009866035
Reporting Date	22.08.2022 - 14:41
Incident reported by	Swisscom (Schweiz) AG
Company	Swisscom (Schweiz) AG
Closed time	17.10.2022 - 14:06

What was done and analysed remotely?
test

What was done and analysed on site?
test

Worklog



6.2 Private OP

From now on we show private OPs in the availability check. For data protection reasons we only show the OP number, without indication of the owner:

Result for Requested Connection

Site A Primary Access

Address	8005 Zürich Neugasse 18
Price zone	Top-City

CLS

Copper	
Availability	Not available
Access Point Details	-
No. of Currently Free Lines	-
Max. Bandwidth	-
Service Lead Time in Work Days	-
Fiber	
Availability	Available
Access Point Details	OP:90225/79LIM;90171/79LIM;263/79LIM
No. of Currently Free Lines	>=4
Max. Bandwidth	100'000 M
Service Lead Time in Work Days	20
Private OP (Only available for dedicated customers) ⓘ	263

CES

Fiber	
Availability	Available
Access Point Details	OP:90225/79LIM;90171/79LIM;263/79LIM
No. of Currently Free Lines	>=4
Max. Bandwidth	10'000 M
Service Lead Time in Work Days	15
Private OP (Only available for dedicated customers) ⓘ	263



If you are not sure whether the private OP belongs to your customer, you can leave a comment (including your customer's name) in the notes field during the firm offer request - we will be happy to clarify this for you.

If you are sure that the private OP belongs to your customer, you can also tell us that in the notes field of the firm offer request.

The screenshot shows a web form titled "Offer" with a close button (X) in the top right corner. The form contains the following fields and elements:

- Title***: A text input field containing "Release 3.2.0.89" with a green checkmark on the right.
- Notes***: A text input field containing "This private OP xyz belongs to my customer 'Example AG'" with a green checkmark on the right. This field is highlighted with a yellow background.
- Who else should be notified about this offer? Additional e-mail addresses can optionally be entered here**: An empty text input field.
- What would you like to upload?**: A text input field.
- Upload Document(s)**: A light blue button with the text "Upload Document(s)".
- Create firm offer request**: A blue button at the bottom left.

If the private OP is the only available OP, we disable the "Direct Order" option - in this case we ask you to trigger a firm offer so that we can together determine whether the service can be provisioned on this OP or whether a network upgrade must be triggered.



7 Release 3.2.0.85 (available from 20.07.2022)

7.1 SAP Types

Service Access Point - SAP for short - means LAN (CES with CPE), WAN (CES Direct Connect) and Interface (CLS).

You can now specify the Service Access Point (or SAP Type) yourself in the CES order in the Wholesale Portal if several SAP Types apply to the options according to the price request/offer. Only values that apply to your selected option will be provided in the Wholesale Portal. The following attributes are decisive for the correct SAP Types:

- Product (CES or CLS)
- Medium (Copper or Fiber)
- Bandwidth
- CPE Model

A SAP Type must only be selected if a new physical connection is desired.

To give you a better idea of the SAP Types, we distinguish between the following use cases:

- CES High End
- CES High End Direct Connect
- CES Low End (LEC and LEF)
- CLS

7.1.1 SAP Types – CES High End

All SAP Types for CES High End are listed here:

Product	Medium	Bandwidth	CPE_Model	Physical Access	SAP Type	SAP Speed	SAP Duplex	SAP Negotiation
CES	any	2M	any	true	10/100/1000Base-T	10	full	nonegotiate
CES	any	2M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	2M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	2M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	2M	any	true	1000Base-SX	N/A	N/A	any
CES	any	2M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	4M	any	true	10/100/1000Base-T	10	full	nonegotiate



CES	any	4M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	4M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	4M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	4M	any	true	1000Base-SX	N/A	N/A	any
CES	any	4M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	6M	any	true	10/100/1000Base-T	10	full	nonegotiate
CES	any	6M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	6M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	6M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	6M	any	true	1000Base-SX	N/A	N/A	any
CES	any	6M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	8M	any	true	10/100/1000Base-T	10	full	nonegotiate
CES	any	8M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	8M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	8M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	8M	any	true	1000Base-SX	N/A	N/A	any
CES	any	8M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	10M	any	true	10/100/1000Base-T	10	full	nonegotiate
CES	any	10M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	10M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	10M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	10M	any	true	1000Base-SX	N/A	N/A	any
CES	any	10M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	20M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	20M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	20M	any	true	10/100/1000Base-T	auto	auto	negotiate



CES	any	20M	any	true	1000Base-SX	N/A	N/A	any
CES	any	20M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	30M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	30M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	30M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	30M	any	true	1000Base-SX	N/A	N/A	any
CES	any	30M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	50M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	50M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	50M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	50M	any	true	1000Base-SX	N/A	N/A	any
CES	any	50M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	70M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	70M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	70M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	70M	any	true	1000Base-SX	N/A	N/A	any
CES	any	70M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	100M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	100M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	100M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	100M	any	true	1000Base-SX	N/A	N/A	any
CES	any	100M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	200M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	200M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	200M	any	true	1000Base-SX	N/A	N/A	any
CES	any	200M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	300M	any	true	10/100/1000Base-T	1000	full	nonegotiate



CES	any	300M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	300M	any	true	1000Base-SX	N/A	N/A	any
CES	any	300M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	500M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	500M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	500M	any	true	1000Base-SX	N/A	N/A	any
CES	any	500M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	700M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	700M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	700M	any	true	1000Base-SX	N/A	N/A	any
CES	any	700M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	1000M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	1000M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	1000M	any	true	1000Base-SX	N/A	N/A	any
CES	any	1000M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	1000M	any	true	10GBase-SR	N/A	N/A	any
CES	any	1000M	any	true	10GBase-LR	N/A	N/A	any
CES	any	2000M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	2000M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	2000M	any	true	1000Base-SX	N/A	N/A	any
CES	any	2000M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	2000M	any	true	10GBase-SR	N/A	N/A	any
CES	any	2000M	any	true	10GBase-LR	N/A	N/A	any
CES	any	3000M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	3000M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	3000M	any	true	1000Base-SX	N/A	N/A	any
CES	any	3000M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	3000M	any	true	10GBase-SR	N/A	N/A	any
CES	any	3000M	any	true	10GBase-LR	N/A	N/A	any



CES	any	5000M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	5000M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	5000M	any	true	1000Base-SX	N/A	N/A	any
CES	any	5000M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	5000M	any	true	10GBase-SR	N/A	N/A	any
CES	any	5000M	any	true	10GBase-LR	N/A	N/A	any
CES	any	7000M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	7000M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	7000M	any	true	1000Base-SX	N/A	N/A	any
CES	any	7000M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	7000M	any	true	10GBase-SR	N/A	N/A	any
CES	any	7000M	any	true	10GBase-LR	N/A	N/A	any
CES	any	10000M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	10000M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	10000M	any	true	1000Base-SX	N/A	N/A	any
CES	any	10000M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	10000M	any	true	10GBase-SR	N/A	N/A	any
CES	any	10000M	any	true	10GBase-LR	N/A	N/A	any

7.1.2 SAP Types – CES High End Direct Connect

All SAP Types for CES High End Direct Connect are listed here:

Product	Medium	Bandwidth	CPE Model	Physical Access	SAP Type	SAP Speed	SAP Duplex	SAP Negotiation
CES	any	2M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	2M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	4M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	4M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	6M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	6M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	8M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	8M	none	true	1000Base-BX10	N/A	N/A	any



CES	any	10M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	10M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	20M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	20M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	30M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	30M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	50M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	50M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	70M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	70M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	100M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	100M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	200M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	200M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	300M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	300M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	500M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	500M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	700M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	700M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	1000M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	1000M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	2000M	none	true	10GBase-LR (ER)	N/A	N/A	any
CES	any	2000M	none	true	10GBase-LR (ER)	N/A	N/A	any
CES	any	3000M	none	true	10GBase-LR (ER)	N/A	N/A	any
CES	any	3000M	none	true	10GBase-LR (ER)	N/A	N/A	any
CES	any	5000M	none	true	10GBase-LR (ER)	N/A	N/A	any
CES	any	5000M	none	true	10GBase-LR (ER)	N/A	N/A	any
CES	any	7000M	none	true	10GBase-LR (ER)	N/A	N/A	any
CES	any	7000M	none	true	10GBase-LR (ER)	N/A	N/A	any
CES	any	10000M	none	true	10GBase-LR (ER)	N/A	N/A	any



7.1.3 SAP Types – CES Low End (LEC und LEF)

All SAP Types for CES Low End Copper and CES Low End Fiber are listed here:

Product	Medium	Bandwidth	CPE Model	Physical Access	SAP Type	SAP Speed	SAP Duplex	SAP Negotiation
CES Light	Copper	2M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Copper	2M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	2M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	2M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	5/1M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Copper	5/1M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	5/1M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	5/1M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	4M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Copper	4M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	4M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	4M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	10/2M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Copper	10/2M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	10/2M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	10/2M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	6M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Copper	6M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	6M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	6M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate



CES Light	Copper	20/4M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	20/4M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	20/4M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	8M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Copper	8M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	8M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	8M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	30/6M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	30/6M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	30/6M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	10M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Copper	10M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	10M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	10M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	40/8M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	40/8M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	40/8M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	20M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	20M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	20M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	50/10M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	50/10M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	50/10M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate



CES Light	Copper	30M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	30M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	30M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	100/20M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	100/20M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	100/20M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	50M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	50M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	50M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	200/40M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	200/40M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	70M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	70M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	70M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	300/60M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	300/60M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	100M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	100M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	100M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	400/80M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	400/80M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	500/100M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	500/100M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate



CES Light	Copper	1000/200M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	1000/200M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	2M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Fiber	2M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	2M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	2M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	2M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	2M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	4M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Fiber	4M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	4M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	4M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	4M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	4M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	6M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Fiber	6M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	6M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	6M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	6M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	6M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	8M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Fiber	8M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	8M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate



CES Light	Fiber	8M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	8M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	8M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	10M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Fiber	10M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	10M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	10M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	10M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	10M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	20M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	20M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	20M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	20M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	20M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	30M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	30M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	30M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	30M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	30M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	50M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	50M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	50M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	50M	LowRange	true	1000Base-SX	N/A	N/A	any



CES Light	Fiber	50M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	70M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	70M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	70M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	70M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	70M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	100M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	100M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	100M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	100M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	100M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	200M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	200M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	200M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	200M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	300M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	300M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	300M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	300M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	500M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	500M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	500M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	500M	LowRange	true	1000Base-LX/LH	N/A	N/A	any



CES Light	Fiber	700M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	700M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	700M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	700M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	1000M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	1000M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	1000M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	1000M	LowRange	true	1000Base-LX/LH	N/A	N/A	any

7.1.4 SAP Types – CLS

All SAP Types for CLS are listed here:

Product	Medium	Bandwidth	CPE Model	Physical Access	SAP Type	SAP Speed	SAP Duplex	SAP Negotiation
CLS	any	2M (SDH E1)	N/A	N/A	G.703 120 Ohm	N/A	N/A	N/A
CLS	any	2M Ethernet	N/A	N/A	10/100 Base-T	N/A	N/A	N/A
CLS	any	4M Ethernet	N/A	N/A	10/100 Base-T	N/A	N/A	N/A
CLS	any	6M Ethernet	N/A	N/A	10/100 Base-T	N/A	N/A	N/A
CLS	any	8M Ethernet	N/A	N/A	10/100 Base-T	N/A	N/A	N/A
CLS	any	10M Ethernet	N/A	N/A	10/100 Base-T	N/A	N/A	N/A
CLS	any	34M (SDH E3)	N/A	N/A	G.703 75 Ohm	N/A	N/A	N/A
CLS	any	45M (SDH T3)	N/A	N/A	G.703 75 Ohm	N/A	N/A	N/A
CLS	any	100M Ethernet	N/A	N/A	10/100 Base-T	N/A	N/A	N/A
CLS	any	155M (SDH STM-1)	N/A	N/A	G.703 75 Ohm	N/A	N/A	N/A
CLS	any	155M (SDH STM-1)	N/A	N/A	SMF 1310nm	N/A	N/A	N/A
CLS	any	155M (SDH STM-1)	N/A	N/A	SMF 1550nm	N/A	N/A	N/A
CLS	any	622M (SDH STM-4)	N/A	N/A	SMF 1310nm	N/A	N/A	N/A
CLS	any	622M (SDH STM-4)	N/A	N/A	SMF 1550nm	N/A	N/A	N/A



CLS	any	1G Ethernet	N/A	N/A	1000Base-T	N/A	N/A	N/A
CLS	any	1G Ethernet	N/A	N/A	1000Base-SX	N/A	N/A	N/A
CLS	any	1G Ethernet	N/A	N/A	1000Base-LX	N/A	N/A	N/A
CLS	any	1G Ethernet	N/A	N/A	1000Base-ZX	N/A	N/A	N/A
CLS	any	1G Ethernet	N/A	N/A	1000Base-BX	N/A	N/A	N/A
CLS	any	FC100 / FICON 1G	N/A	N/A	FC100 / MMF 850nm	N/A	N/A	N/A
CLS	any	FC100 / FICON 1G	N/A	N/A	FC100 / SMF 1310nm	N/A	N/A	N/A
CLS	any	FC100 / FICON 1G	N/A	N/A	FC100 / SMF 1550nm	N/A	N/A	N/A
CLS	any	FC200 / FICON 2G	N/A	N/A	FC200 / MMF 850nm	N/A	N/A	N/A
CLS	any	FC200 / FICON 2G	N/A	N/A	FC200 / SMF 1310nm	N/A	N/A	N/A
CLS	any	FC200 / FICON 2G	N/A	N/A	FC200 / SMF 1550nm	N/A	N/A	N/A
CLS	any	STM-16/STM-16c	N/A	N/A	SMF 1310nm	N/A	N/A	N/A
CLS	any	STM-16/STM-16c	N/A	N/A	SMF 1550nm	N/A	N/A	N/A
CLS	any	FC400	N/A	N/A	FC400 / MMF 850nm	N/A	N/A	N/A
CLS	any	FC400	N/A	N/A	FC400 / SMF 1310nm	N/A	N/A	N/A
CLS	any	FC800	N/A	N/A	FC800 / MMF 850nm	N/A	N/A	N/A
CLS	any	FC800	N/A	N/A	FC800 / SMF 1310nm	N/A	N/A	N/A
CLS	any	STM-64/STM-64c /10GE WAN	N/A	N/A	10G WAN / MMF 850nm	N/A	N/A	N/A
CLS	any	STM-64/STM-64c /10GE WAN	N/A	N/A	10G WAN / SMF 1310nm	N/A	N/A	N/A
CLS	any	STM-64/STM-64c /10GE WAN	N/A	N/A	10G WAN / SMF 1550nm	N/A	N/A	N/A
CLS	any	10G Ethernet	N/A	N/A	10GBase-SR	N/A	N/A	N/A
CLS	any	10G Ethernet	N/A	N/A	10GBase-LR	N/A	N/A	N/A
CLS	any	10G Ethernet	N/A	N/A	10GBase-ER	N/A	N/A	N/A
CLS	any	FC1200	N/A	N/A	FC1200 / MMF 850nm	N/A	N/A	N/A
CLS	any	FC1200	N/A	N/A	FC1200 / SMF 1310nm	N/A	N/A	N/A
CLS	any	FC1600	N/A	N/A	FC1600 / MMF 850nm	N/A	N/A	N/A
CLS	any	40G Ethernet	N/A	N/A	40GBase-SR4	N/A	N/A	N/A



CLS	any	40G Ethernet	N/A	N/A	40GBase-LR4	N/A	N/A	N/A
CLS	any	100G Ethernet	N/A	N/A	100GBase-LR4	N/A	N/A	N/A

7.1.5 User Journey im Wholesale Portal

To give you an idea of what the new user journey in the Wholesale Portal looks like, we will show you an example of a CES High End order (100 M with physical access).

The SAP Types 10/100/1000Base-T, 1000Base-LX/LH and 10000Base-SX are provided in the order menu, whereby SAP Speed and SAP Duplex are also requested for the SAP Type 10/100/1000Base-T:

SAP

SAP type

10/100/1000Base-T

1000Base-LX/LH

10000Base-SX

SAP Speed		SAP duplex
<input checked="" type="radio"/> 100		full
<input type="radio"/> 1000		full
<input type="radio"/> auto		auto

CPE LAN Negotiation

No Negotiate

Save draft order
Send Order

Example: CES High End Order with 100M and physical access



7.2 Generic CES Price Request and Offer

Important: the following function is not automatically activated on 20.07.2022. The activation requires a manual activation, customer by customer. As soon as this function is activated on your customer profile, we will inform you.

This change only affects customers using the Wholesale Portal GUI (customers using the B2B interface are not affected).

7.2.1 What is it all about?

You no longer need to worry about whether you want a CES EVPL, EPL, Access EPL, Access EP LAN, EP LAN, EVP LAN in the price inquiry or quotation, especially since it makes no difference in terms of price.

From now on you can choose between the following Product Offerings

- CES Multipoint High End
- CES Multipoint Light
- CES Point-to-Point High End
- CES Point-to-Point Light
- CES Point-to-Point High End FMG
- CES Point-to-Point Light FMG

However, in the CES order, this service specific information is requested to ensure a correct service provision.

7.2.2 User Journey im Wholesale Portal

The user journey of a CES order in the Wholesale Portal therefore now looks like this:

< Request list

Single Request

Request test sap types with multiple options

[Availability Check](#)
[Delete](#)
[Open](#)

Site A Primary Access

1462 Yvonand
rue de l'Ancien Collège 2
(Customer Site)

Secondary Access

You haven't added any additional sites for Premium Platinum.

[Add Secondary Access](#)

If you would like to preconfigure your products or change existing configurations, please contact accountteam.wholesale@swisscom.com.

test product gr MP

Add individual option

⋮ ≡

CES Multipoint High End 3.4

Service Level Agreement	Bandwidth	Subscription Period	Fulfillment Priority	Lead Time Work Days	Monthly recurring charges excl. VAT	One time charges excl. VAT	
<input type="checkbox"/> Basic	100 M	12 Months	Normal	75 Days	790.-	2'000.-	Direct Order

CES Multipoint Light 3.4

Service Level Agreement	Bandwidth	Subscription Period	Fulfillment Priority	Lead Time Work Days	Monthly recurring charges excl. VAT	One time charges excl. VAT	
<input type="checkbox"/> Basic Light	100 M	12 Months	Normal	75 Days	515.-	1'000.-	Order already in draft

Delete selected options
Select All 0 / max. 16 techn. items selected

Create firm offer request

Example: Price request of a CES Multipoint with 2 stored options (High End and Light)



After checking the price, you can request an offer as usual or proceed a so called "direct order" as of today. Regardless of which way you choose, a dropdown is provided in the order menu where you have to decide on a compatible value:

Service Type*
CES Access-EP-LAN Light
CES Access-EP-LAN Light
CES EP-LAN Light
CES EVP-LAN Light

Example: Dropdown of a CES Multipoint Light order

7.3 Click reduction Price Request

In order to improve the customer experience on the Wholesale Portal, we have reduced the number of clicks in the price request. You now only run through the availability check at the beginning. If you then add one or more options, the availability check is only executed in the background.

This allows you to focus fully on the configuration and the subsequent steps in the Wholesale Portal.



8 Release 3.2.0.84 (available from 23.05.2022)

The May Release 22 is dedicated to various small improvements – some you have reported to us. Thank you very much. We keep on introducing even more enhancements in the next releases.

8.1 End customer contact information for termination orders

For CLS or CES Physical Access terminations, end customer information will be requested to ensure clean order processing:

Termination

Termination date

Termination date

Selected CES Physical Access Connection

Site A Primary Access	4123 Allschwil Baslerstr. 103
-----------------------	----------------------------------

End Customer Contact
Please provide an end customer contact onsite:

First Name*	Last Name*
<input type="text"/>	<input type="text"/>
Email*	Phone Number*
<input type="text"/>	<input type="text" value="e.g. 0041 79 123 45 67"/>

Early Termination Fee

Requested Termination date	30.06.2022	ⓘ Eventual network upgrade costs are not included in this fee for early termination and will therefore be charged retroactively if applicable.
One time fee for early termination in CHF	-	

Do you have questions or problems terminating the line? Please contact our support.

Order Management Wholesale
entry.wholesale@swisscom.com

[Close](#) I accept the aforementioned fee for early termination. [Terminate](#)



8.2 Multiple email addresses

From now on, you can enter multiple email addresses (max. 500 characters) for new orders, offer requests and incident reports. The separation between the email addresses is easily done using ;

The entered email addresses will be notified - like the order requester himself - in case of status changes and other updates.

Example "Offer Request":

The screenshot shows a web form titled "Offer" with a close button (X) in the top right corner. The form contains the following elements:

- Title***: A text input field containing "Test" with a green checkmark on the right side.
- Notes**: A large empty text area.
- Additional email addresses**: A yellow highlighted section with the text "Who else should be notified about this offer? Additional e-mail addresses can optionally be entered here" and an empty text input field below it.
- Upload section**: The text "What would you like to upload?" is followed by a horizontal line and a light blue button labeled "Upload Document(s)".
- Action button**: A blue button at the bottom left labeled "Create firm offer request".



Example "New Order"

Basic

Expected Delivery Date*	01.08.2022 ✓	Billing Segment	
First Name*	Max ✓	Last Name*	Test ✓
Requester Phone*		Customer Reference No.*	
0041 79 777 77 77 ✓		May Release 22 ✓	
Notes			
<input type="text"/>			

Example "Report Incident"

Select installed base | Describe incident

Report incident
BussignyLaus IP 52/Renens VD IP 9

Your contact information

First Name*	Fabienne ✓	Last Name*	Gohl ✓
Phone Number*	0041797777777 ✓		
Email*	email1@isp.com; email2@isp.com; email3@isp.com; email4@isp.com ✓		



8.3 CPE Model Modal

We have better described the CPE models to better assist you in the selection process:

CPE Model ✕

<u>Connection type</u>	<u>Power</u>	<u>Interface bandwidth</u>	<u>Interface type</u>
Direct Connect (DC)	Not applicable	Gigabit ethernet 10 Gigabit ethernet	100Base-SX, 1000Base-LX/LH, 1000Base-BX10 10GBase-SR, 10GBase-LR, 10GBase-ER
Low-end CPE Mid-range CPE	Single 230VAC Dual 230VAC, optional 48VDC	Gigabit ethernet	10/100/1000Base-T, 1000Base-SX, 1000Base-LX/LH, 1000Base-ZX
High-end CPE	Dual 230VAC, optional 48VDC	10 Gigabit ethernet	10/100/1000Base-T, 1000Base-SX, 1000Base-LX/LH, 1000Base-ZX 10GBase-SR, 10GBase-LR, 10GBase-ER

Close



8.4 Download order as pdf

You know the offer download as pdf? We now also provide this function for orders, modifications and terminations.

The screenshot shows a web interface for order management. At the top left, there is a back arrow and the text "Order list". Below this, the order details are displayed:

- New Order OWT-211208-0108** (with "Cancel Order" and "Created" buttons)
- CES EP-LAN 3.4**

The interface is divided into two main sections: "Basic" and "Ordered".

Basic section details:

- Order Date: 08.12.2021
- Expected Delivery Date: 29.04.2022
- Requester: kkc kkc
- Requester Email: release.notes@swisscom.com
- Requester Phone: -
- Order Responsible: -
- Order Responsible Email: -
- Billing Segment: My Billing Segment
- Customer Reference No.: My Reference Number
- Customer Notes: -

A "Change" button is located at the bottom of the Basic section.

Ordered section details:

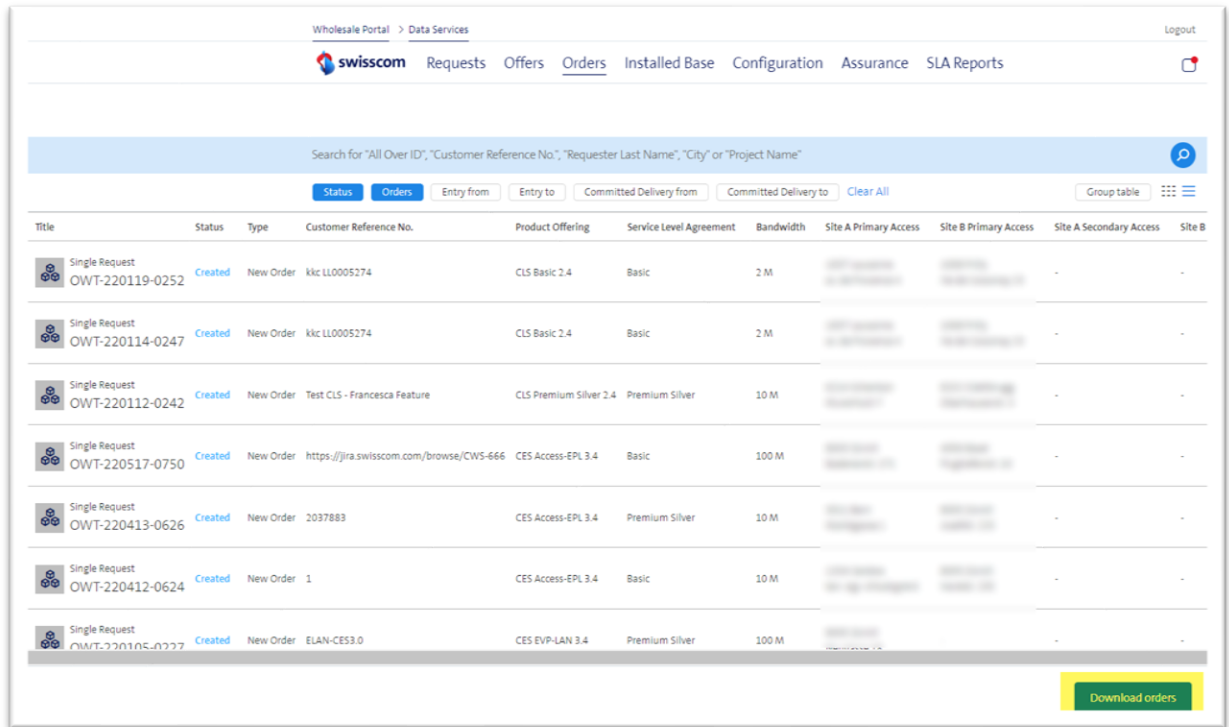
- CES EP-LAN 3.4**
- Carrier Ethernet Service - Ethernet Private LAN - Multipoint
- The order is currently in progress. You will receive the price within the individual agreement.
- Service Level Agreement: Basic
- Bandwidth: 100 M
- Subscription Period: 12 Months
- Fulfillment Priority: Express

A "Change" button is located below the Ordered section details.

At the bottom of the interface, there is a yellow bar with a PDF icon and the text "Order OWT-211208.0108.pdf" and a download icon.

8.5 Download offer and order list as csv

You know the csv download function of the Installed Base? Now you can download the offer list and order list as csv as well.



Wholesale Portal > Data Services Logout

swisscom Requests Offers Orders Installed Base Configuration Assurance SLA Reports

Search for "All Over ID", "Customer Reference No.", "Requester Last Name", "City" or "Project Name" 🔍

Status Orders
Entry from Entry to Committed Delivery from Committed Delivery to Clear All
Group table ☰

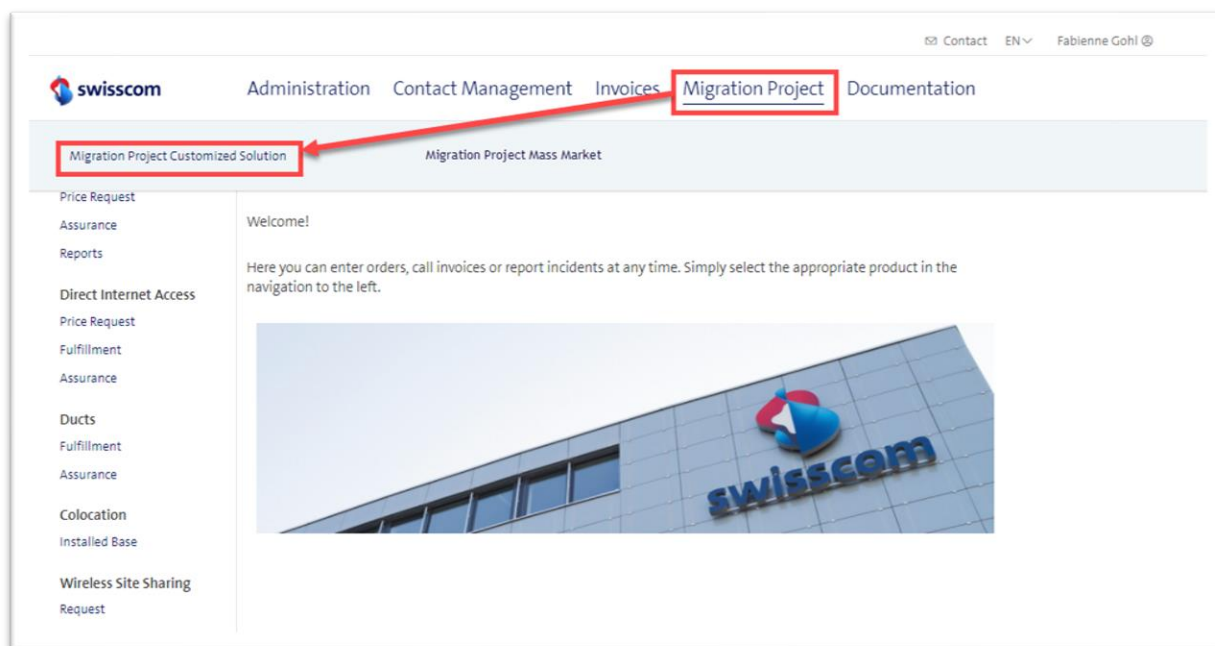
Title	Status	Type	Customer Reference No.	Product Offering	Service Level Agreement	Bandwidth	Site A Primary Access	Site B Primary Access	Site A Secondary Access	Site B
Single Request OWT-220119-0252	Created	New Order	kic LL0005274	CLS Basic 2.4	Basic	2 M	-	-
Single Request OWT-220114-0247	Created	New Order	kic LL0005274	CLS Basic 2.4	Basic	2 M	-	-
Single Request OWT-220112-0242	Created	New Order	Test CLS - Francesca Feature	CLS Premium Silver 2.4	Premium Silver	10 M	-	-
Single Request OWT-220517-0750	Created	New Order	https://jira.swisscom.com/browse/CWS-666	CES Access-EPL 3.4	Basic	100 M	-	-
Single Request OWT-220413-0626	Created	New Order	2037883	CES Access-EPL 3.4	Premium Silver	10 M	-	-
Single Request OWT-220412-0624	Created	New Order	1	CES Access-EPL 3.4	Basic	10 M	-	-
Single Request OWT-220105-0227	Created	New Order	ELAN-CES3.0	CES EVP-LAN 3.4	Premium Silver	100 M	-	-

[Download orders](#)

9 Release 3.2.0.82 (available from 20.04.2022)

9.1 Migration Project Customized Solution

In this new app "Migration Project Customized Solution" we show all planned maintenance works that are open, closed or cancelled.



Example: entry page "Migration Project Customized Solution"

If you also have BBCS, TAL and/or ALO permissions, you will also see the entry link to "Migration Project Mass Market" which leads to <https://wholesale.swisscom.com/wsg/prod/infosrv/migration/proj-defs.do>.

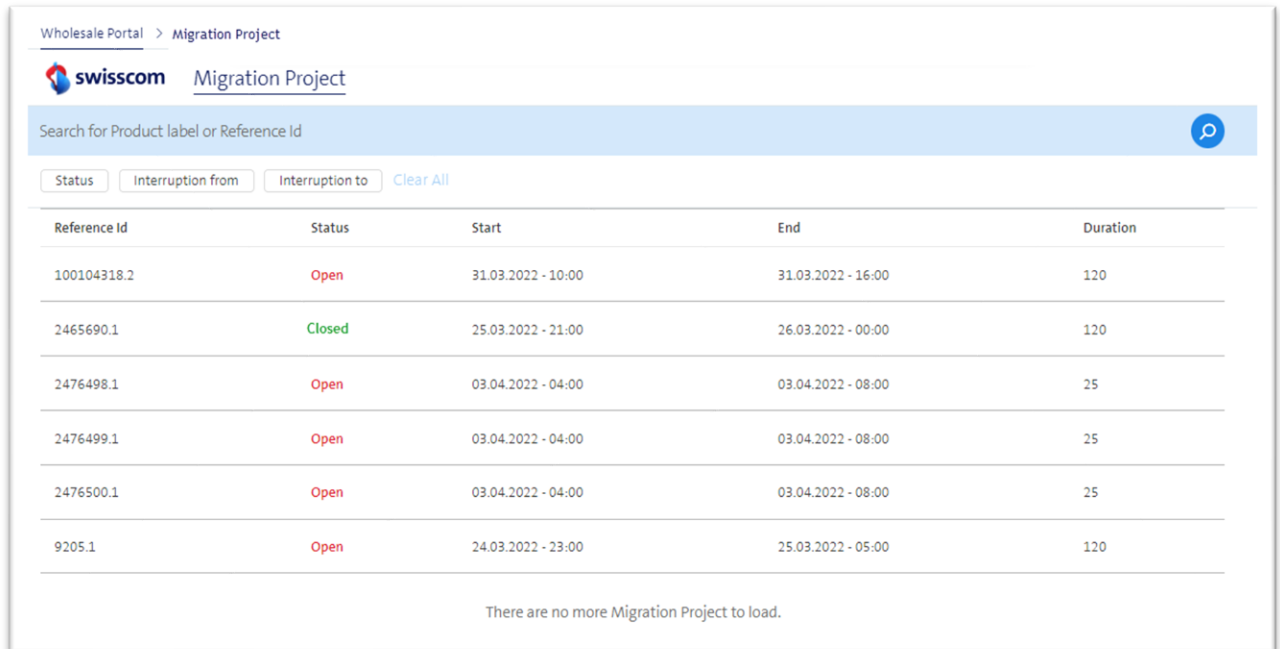
9.2 Scope

Please note that currently only planned maintenances are displayed for the CES Multipoint, CES Point-to-Point and CLS services.

The display of the maintenance work for CES Light and DIA will be delivered in a later release.

9.3 Migration Project overview

Landing page is the list of all planned maintenance works in state open, closed or cancelled:



Reference Id	Status	Start	End	Duration
100104318.2	Open	31.03.2022 - 10:00	31.03.2022 - 16:00	120
2465690.1	Closed	25.03.2022 - 21:00	26.03.2022 - 00:00	120
2476498.1	Open	03.04.2022 - 04:00	03.04.2022 - 08:00	25
2476499.1	Open	03.04.2022 - 04:00	03.04.2022 - 08:00	25
2476500.1	Open	03.04.2022 - 04:00	03.04.2022 - 08:00	25
9205.1	Open	24.03.2022 - 23:00	25.03.2022 - 05:00	120

There are no more Migration Project to load.

Example: Migration Project list view

Following search options are provided:

- Search bar with criteria Reference ID or Product Label
- Filter with status open, closed, cancelled
- Filter with interruption date from – to
- Each list attribute is sortable



9.4 Migration Project detail

Click on an entry in the list and get detailed information about the respective maintenance work:

Wholesale Portal > Migration Project Logout

swisscom Migration Project

< Migration Project List

New Open

Creation date: 23.03.2022 - 14:35

Information

Reference ID	2476498.1
Start	03.04.2022 - 04:00
End	03.04.2022 - 08:00
Duration	25

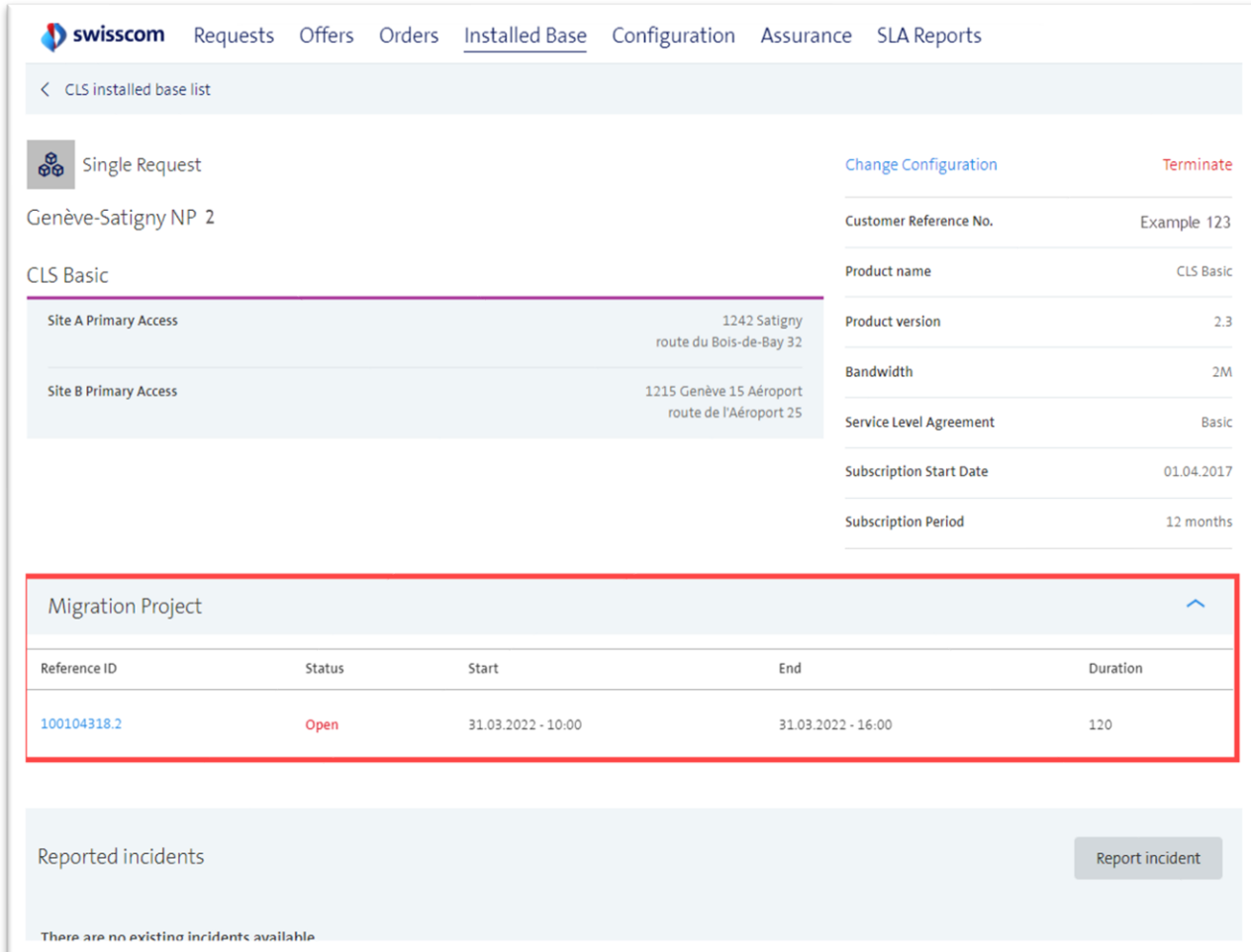
Affected Products Labels

- [Pully IP 59/Zürich IP 6113](#)
- [Kreuzlingen IP 105/Zürich IP 6113](#)
- [Bern IP 1886/Zürich IP 6113](#)
- [Kreuzlingen IP 105/Zürich IP 6113](#)
- [Conthey IP 3/Zürich IP 6113](#)
- [Bern IP 1886/Zürich IP 6113](#)

[Download csv](#)

Example: Migration Project detail view

See each service listed here is linked. Therefore, this will take you from the Migration Project detail page to the Installed Base detail page to get more information about the affected service.



The screenshot shows the 'Installed Base' detail view for a 'Single Request' titled 'Genève-Satigny NP 2'. The interface includes a navigation menu at the top with options like 'Requests', 'Offers', 'Orders', 'Installed Base', 'Configuration', 'Assurance', and 'SLA Reports'. Below the navigation, there are links for 'Change Configuration' and 'Terminate'. The main content area is divided into two sections: 'CLs Basic' and 'Migration Project'.

CLs Basic

Site A Primary Access	1242 Satigny route du Bois-de-Bay 32
Site B Primary Access	1215 Genève 15 Aéroport route de l'Aéroport 25

Migration Project

Reference ID	Status	Start	End	Duration
1001.04318.2	Open	31.03.2022 - 10:00	31.03.2022 - 16:00	120

Reported incidents

There are no existing incidents available

Report incident

Example: Installed Base detail view with one open Migration Project

If the Migration Project is in progress, the button "Report incident" is temporarily disabled. As soon as the maintenance work is finished (according to time "End") the report incident button is automatically enabled.



10 Release 3.2.0.79 (available from 26.01.2022)

10.1 Network construction informations

Your CES or CLS order initiates a network construction at Swisscom and you need information about this construction project - this is exactly what we are addressing in Release 3.2.0.XX: transparent presentation of the various milestones, consideration of any schedule delays, supporting the construction progress with a status and proactive email notification of newly published information in the Wholesale Portal.

10.1.1 Status

In order to better display the progress of a network construction, 4 new statuses are introduced in the "Network Construction" area (not to be mistaken with the status of the current CES/CLS order!):

- Ordered
- In Design
- In Realization
- Closed

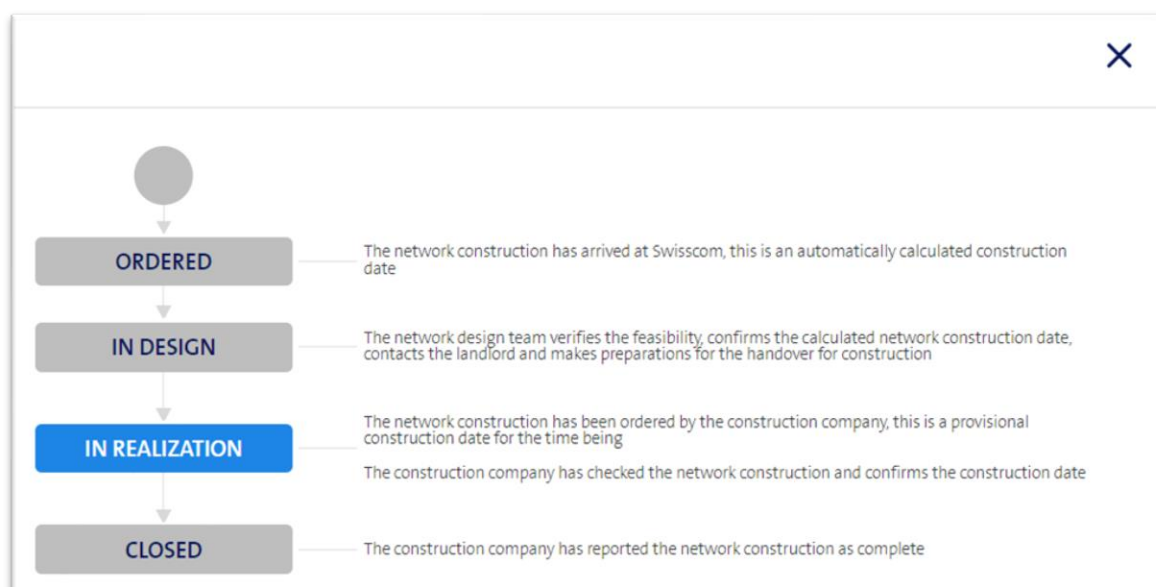
Service	Status	Planned	Completed
Commissioning		10.06.2022	
Primary Access			
Site A Primary Access			
Network	Status ⓘ	Planned	Completed
Construction	In Realization	25.05.2022	
Inhouse	Status	Planned	Completed
Installation			
CPE	Status	Planned	Completed
Installation			

Example: status "In Realization"

Each status contains different milestones:

- **Ordered:** the network construction has arrived at Swisscom, this is an automatically calculated construction date.
- **In Design:** the network design team verifies the feasibility, confirms the calculated network construction date, contacts the landlord and makes preparations for the handover for construction
- **In Realization:** the network construction has been ordered by the construction company, this is a provisional construction date for the time being. The construction company has checked the network construction and confirms the construction date.
- **Closed:** the construction company has reported the network construction as complete

You can call up this information at any time via the i-button. There you can also see where in the process the network construction is currently located:



Example: modal network construction in state "In Realization"



10.1.2 Milestones

Each milestone contains different information about the network construction, which you can call up in the hover (purple speech bubble) via cursor if required:

Primary Access			
Site A Primary Access			
Network	Date	03.03.2022	Completed
Construction	In Design	25.05.2022	

Example: "order handover to construction company. The provisional network construction date will be confirmed"

In this hover we make statements like:

- Which granularity level the planned network construction date has in each status
- When the construction company will classify the network construction date as provisional, respectively realistic
- Which task in the construction process has just been carried out

10.1.3 Postponement

If a postponement of the network construction affects the service commissioning date, we will list it there and support it with a hover function, which you can optionally call up to get more information about it:

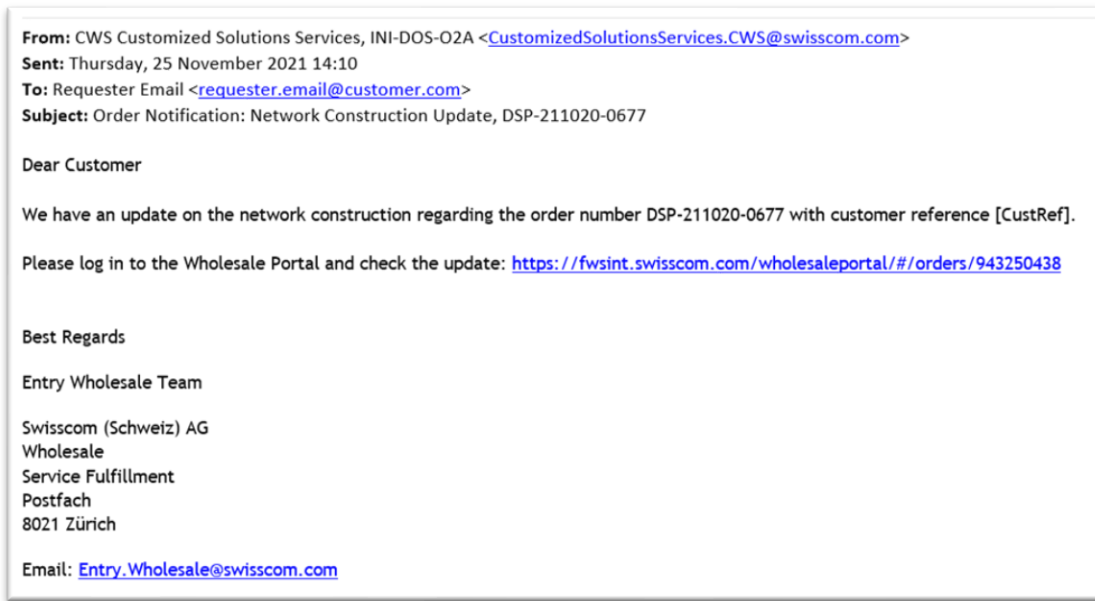
Service	Commissioning	Date	22.06.2022	Completed
Primary Access				
Site A Primary Access				
Network	Status	Planned	Completed	
Construction	In Realization	08.06.2022		

Example: postponement "Heavy rain, new date June 22"



10.1.4 Email notification

Each event published in the Wholesale Portal automatically generates an email notification to the email address you provided in the order. This email contains as usual a link directly to the respective CES/CLS order where you can get the latest information:



Example: new network construction update available in the Wholesale Portal

10.2 Availability on GUI

This feature will be provided exclusively to GUI customers until the March release on 23 March 2022. For the time being, B2B customers will only be notified and the WSDL will be handed over via the Account Management Team as of March Release 22.



11 Release 3.2.0.76 (available from 22nd September 2021)

11.1 Improvement of Express Activation

11.1.1 Create New Order

If your order has no network upgrade, includes a physical access and a bandwidth between 2 MB and 1 GB, then you can see in the date picker which delivery date triggers express costs and which does not.

The screenshot shows a 'Basic' form with the following fields and values:

- Expected Delivery Date*: 22.09.2021 ✓
- Billing Segment: Test ✓
- Last Name*: Muster ✓
- Requester Email*: max.muster@wholesalecustomer.com ✓
- Customer Reference No.*: xyz ✓

A date picker is open for 'Expected Delivery Date', showing a calendar for September 2021. A tooltip above the calendar reads: 'Express activation range. Additional costs of CHF 1500.00'. The tooltip highlights dates 22, 23, 24, and 25 in yellow, and dates 26, 27, 28, 29, 30, and 1 in blue.

The screenshot shows the 'Basic' form with a yellow warning banner for the 'Expected Delivery Date' field. The banner text reads: 'Expected delivery date is within the express activation range. Additional costs of CHF 1500.00 will apply'. The form fields and values are:

- Expected Delivery Date*: 22.09.2021 ✓
- Billing Segment: Test ✓
- First Name*: Max ✓
- Last Name*: Muster ✓
- Requester Email*: max.muster@wholesalecustomer.com ✓
- Requester Phone*: 0041 79 111 11 11 ✓
- Customer Reference No.*: xyz ✓

There is a 'Notes' field at the bottom of the form.



If you select a delivery date within the express range, we also ask you to confirm this cost by flag when submitting your order.

< Pre-Order OWT-210830-0003

Pre-Order OWT-210830-0003 Completed

CES Access-EP-LAN 3.3

Basic Ordered

ⓘ Expected delivery date is within the express activation range. Additional costs of CHF 1500.00 will apply

Basic	
Expected Delivery Date	22.09.2021
Requester	Max Muster
Requester Email	max.muster@wholesalecustomer.com
Requester Phone	0041 79 111 11 11
Billing Segment	Test
Customer Reference No.	xyz
Customer Notes	-

[Change](#)

Ordered	
CES Access-EP-LAN 3.3 Carrier Ethernet Service - Access Ethernet Private LAN - Multipoint	
Service Level Agreement	Basic
Bandwidth	10 M
Subscription Period	36 Months
Fulfillment Priority	Normal
Service Lead Time	15 Days
Monthly recurring charges in CHF	
Base	230.-
CPE Lease	40.-
Gross	270.-
Duration Discount (10%)	-27.-
Monthly recurring charges	243.- excl. VAT
One time charges in CHF	

I agree with the additional costs for the express activation Save draft order Send Order



12 Release 3.2.0.71 (available from 16th June 2021)

12.1 Improvement of the Offer Expiry Handling

12.1.1 Extend the validity of the offer

Do you need more time and you want to extend the validity of the offer? No problem, chat with us:

Would you like to add some options to this offer? Or do you want to extend the offer validity? Please get in touch with us, we will gladly help you. [Open chat](#)

Send Order

12.1.2 Notification

we will inform you via email when:

- the validity of the offer expires in 2 weeks
- the offer has reached the expiration date

Important: If a draft order already exists (from the offer), the draft order is also automatically extended when the validity of the offer is extended. However, this also means that if the offer has expired, the draft order is automatically deleted and cannot be reopened.

12.2 Modification of the Installed Base

12.2.1 Modifiable configurations

You can now modify the following configurations via Wholesale Portal:

- Customer Reference
- Subscription Period
- Service Level Agreement
- Bandwidth

This applies to CES Point-to-Point, CES Multipoint and CLS.



12.2.2 User Journey in the Wholesale Portal

Do you want to upgrade or downgrade the service and/or change the customer reference? Please go to the detailed view of the Installed Base and select "Change configuration":

The screenshot shows a user interface for a 'Single Request' in the 'CES Multipoint installed base list'. The request details include the customer 'Brugg AG IP 124/CES:CON:100004793' and the service 'CES EVP-LAN'. A 'Change Configuration' button is highlighted in yellow, and a 'Terminate' button is visible in red. A table on the right lists service details: Customer Reference (118811_new2), Product name (CES EVP-LAN), Product version (3.0W), Bandwidth (4M), Service Level Agreement (Basic DC), Subscription Start Date (12.07.2017), and Subscription Period (36 months). A link for 'Related VLAN Service: COL.SRV:2626' is also present.

Customer Reference	118811_new2
Product name	CES EVP-LAN
Product version	3.0W
Bandwidth	4M
Service Level Agreement	Basic DC
Subscription Start Date	12.07.2017
Subscription Period	36 months



On the next page you will get to the configuration menu and you can reset the configuration:

Modification Summary

Configuration

Service Level Agreement

Basic DC ⓘ Premium Silver DC ⓘ

Is the desired SLA not listed? Please do not hesitate to contact your [Account Management Team](#)

Subscription Period in months

No Renewal - 12 months MRC 0% 24 months MRC 5% 36 months MRC 10% 48 months MRC 15% 60 months MRC 20%

Bandwidth

4 M

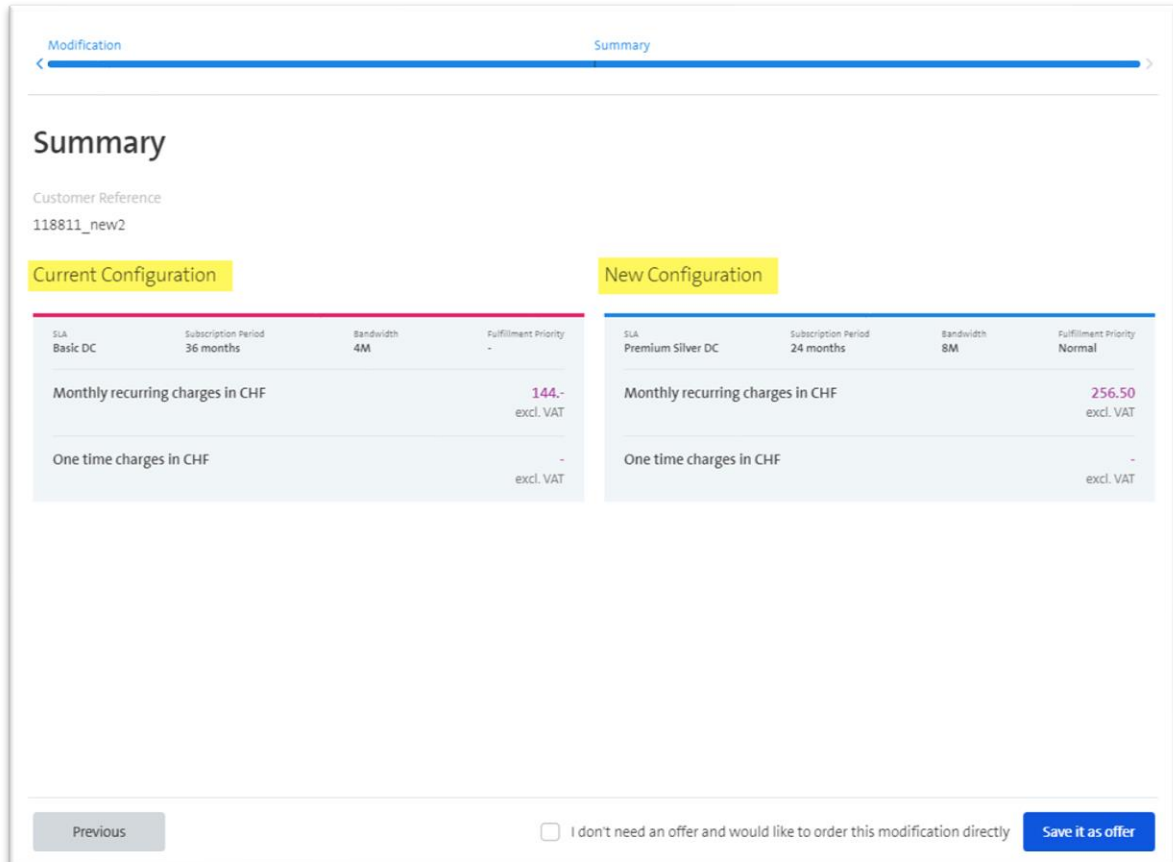
Customer Reference *

118811_new2 ✓

Calculate Price

Go to "Calculate Price" to get a summary of the new configuration.

In the summary, we compare the current and new configuration to provide a better idea of the price difference:



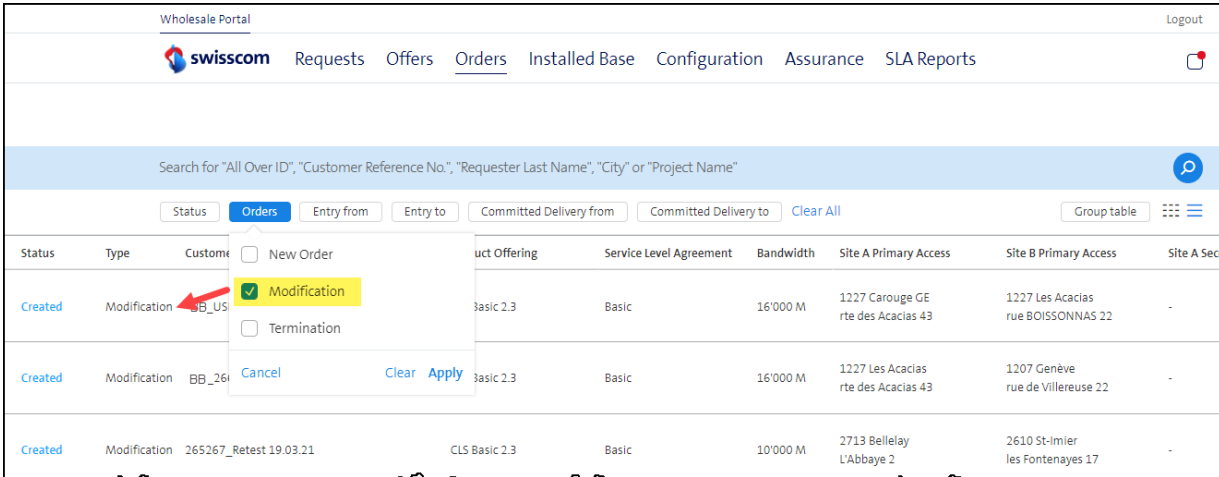
The screenshot shows a 'Summary' page for a modification. It compares two configurations: 'Current Configuration' and 'New Configuration'. The 'Current Configuration' has a Basic DC SLA, 36 months subscription, 4M bandwidth, and a fulfillment priority of '-'. Its monthly recurring charges are 144.- CHF (excl. VAT) and one-time charges are 0.- CHF (excl. VAT). The 'New Configuration' has a Premium Silver DC SLA, 24 months subscription, 8M bandwidth, and a fulfillment priority of 'Normal'. Its monthly recurring charges are 256.50 CHF (excl. VAT) and one-time charges are 0.- CHF (excl. VAT). At the bottom, there is a 'Previous' button, a checkbox for 'I don't need an offer and would like to order this modification directly', and a 'Save it as offer' button.

Current Configuration				New Configuration			
SLA	Subscription Period	Bandwidth	Fulfillment Priority	SLA	Subscription Period	Bandwidth	Fulfillment Priority
Basic DC	36 months	4M	-	Premium Silver DC	24 months	8M	Normal
Monthly recurring charges in CHF			144.- excl. VAT	Monthly recurring charges in CHF			256.50 excl. VAT
One time charges in CHF			- excl. VAT	One time charges in CHF			- excl. VAT

From now on, there are two options to proceed with the modification:

- Order the modification directly
- Save the modification as an offer, to order it later eventually

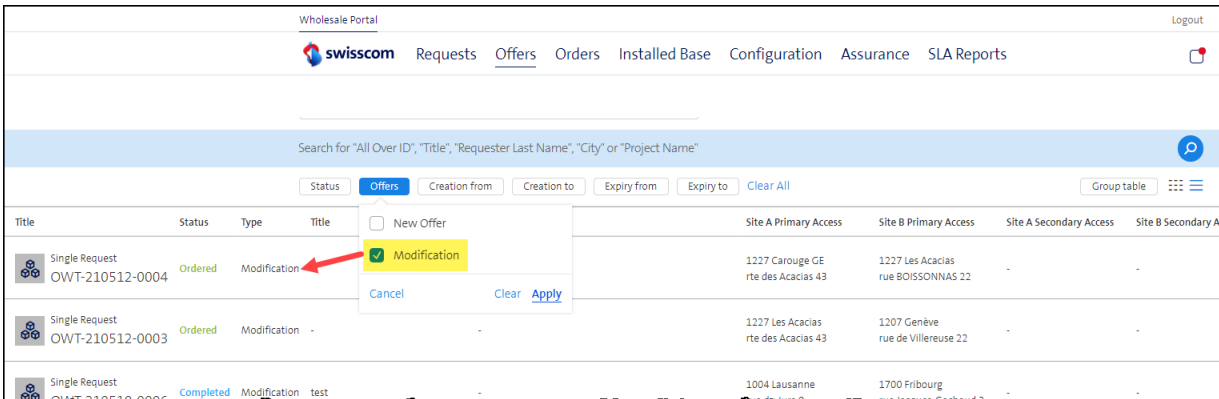
Modifications that you order directly or later from the offer, can be found again in the tab "Orders". To simplify the search, we provide "Modification" as an additional filter search:



The screenshot shows the 'Wholesale Portal' interface with the 'Orders' tab selected. A search bar at the top allows filtering by 'All Over ID', 'Customer Reference No.', 'Requester Last Name', 'City', or 'Project Name'. Below the search bar, there are filter buttons for 'Status', 'Orders', 'Entry from', 'Entry to', 'Committed Delivery from', 'Committed Delivery to', and 'Clear All'. A table of orders is displayed with columns for Status, Type, Customer, Product Offering, Service Level Agreement, Bandwidth, Site A Primary Access, Site B Primary Access, and Site A Secondary Access. A dropdown menu is open over the 'Modification' type, showing options: 'New Order', 'Modification' (checked), 'Termination', and 'Cancel'. The 'Apply' button is highlighted in blue.

Status	Type	Customer	Product Offering	Service Level Agreement	Bandwidth	Site A Primary Access	Site B Primary Access	Site A Secondary Access
Created	Modification	BB_US	Basic 2.3	Basic	16'000 M	1227 Carouge GE rte des Acacias 43	1227 Les Acacias rue BOISSONNAS 22	-
Created	Modification	BB_26	Basic 2.3	Basic	16'000 M	1227 Les Acacias rte des Acacias 43	1207 Genève rue de Villereuse 22	-
Created	Modification	265267_Retest 19.03.21	CLS Basic 2.3	Basic	10'000 M	2713 Bellelay L'Abbaye 2	2610 St-Imier les Fontenayes 17	-

The same applies to modifications that you save as an offer. You can find them in the tab "Offers" - the filter search "Modification" assists you:

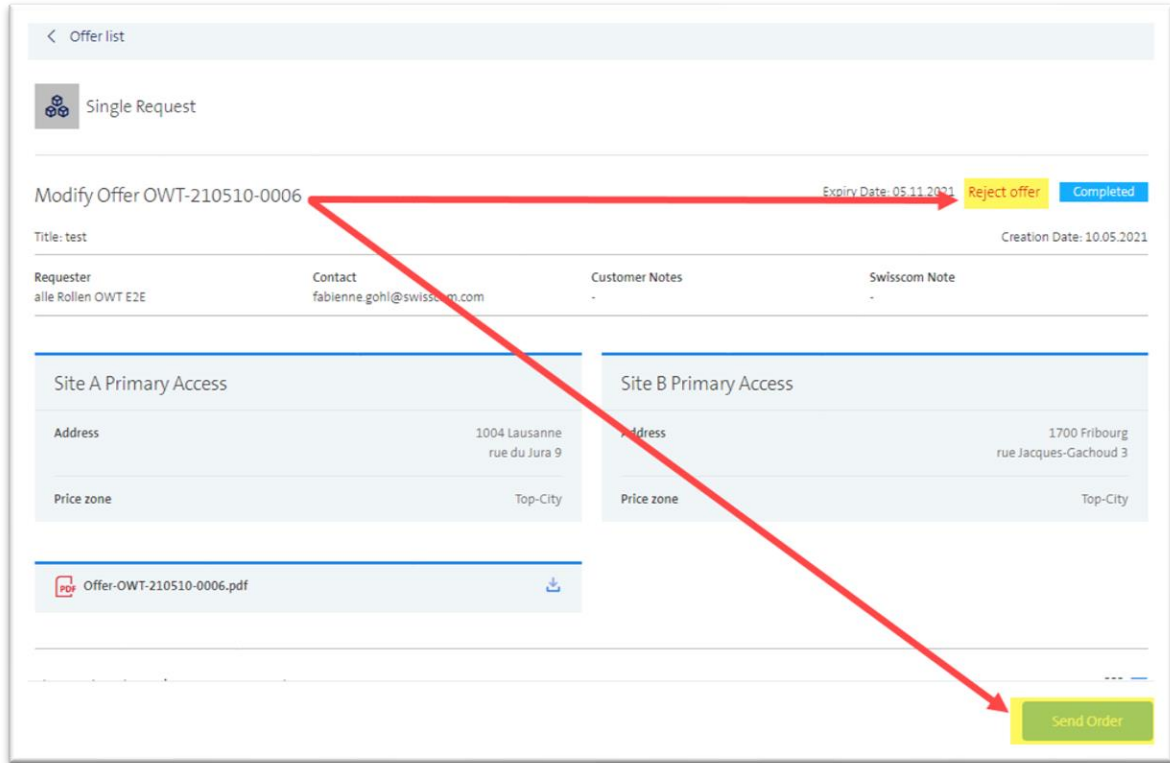


The screenshot shows the 'Wholesale Portal' interface with the 'Offers' tab selected. A search bar at the top allows filtering by 'All Over ID', 'Title', 'Requester Last Name', 'City', or 'Project Name'. Below the search bar, there are filter buttons for 'Status', 'Offers', 'Creation from', 'Creation to', 'Expiry from', 'Expiry to', and 'Clear All'. A table of offers is displayed with columns for Title, Status, Type, Title, Site A Primary Access, Site B Primary Access, Site A Secondary Access, and Site B Secondary Access. A dropdown menu is open over the 'Modification' type, showing options: 'New Offer', 'Modification' (checked), and 'Cancel'. The 'Apply' button is highlighted in blue.

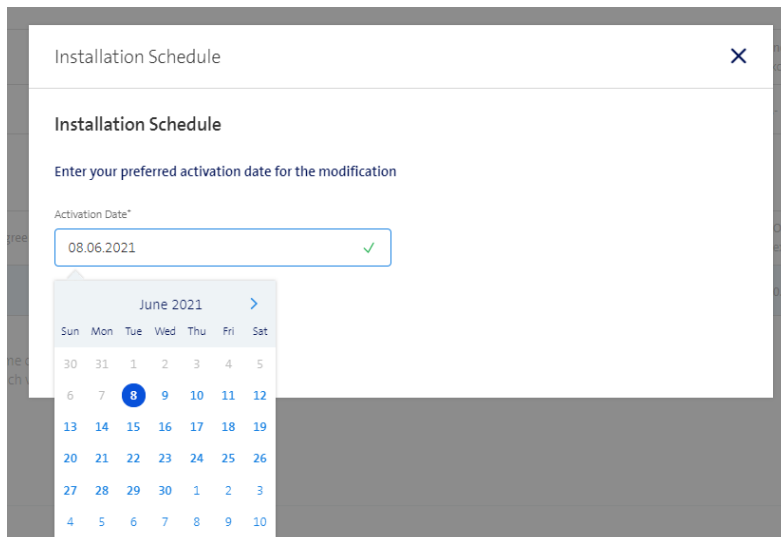
Title	Status	Type	Title	Site A Primary Access	Site B Primary Access	Site A Secondary Access	Site B Secondary Access
Single Request OWT-210512-0004	Ordered	Modification		1227 Carouge GE rte des Acacias 43	1227 Les Acacias rue BOISSONNAS 22	-	-
Single Request OWT-210512-0003	Ordered	Modification		1227 Les Acacias rte des Acacias 43	1207 Genève rue de Villereuse 22	-	-
Single Request OWT-210510-0006	Completed	Modification	test	1004 Lausanne rue de la Gare	1700 Fribourg rue de la Gare	-	-



If you have an offer saved for the modification, you can order or reject it:



Just enter an installation date and we will process the modification order for you:





A modification order passes the following statuses:

- Order Created
- Order In Realization
- Order Closed

As long as a modification is running, you cannot terminate the Installed Base (vice-versa, if a termination order is pending on the Installed Base). If the modification is finished, the Installed Base will be updated according to the new configuration (and the terminate Installed Base function would be available again).

12.2.3 Restrictions

Due to technical and complexity conditions, we would like to inform you about the following modification restrictions in the Wholesale Portal:

- CES Physical Access cannot be modified
- CES VLAN Services cannot be modified
- Relocation P2P cannot be modified*
- CES with SLA Premium Platinum/Premium Platinum Light cannot be modified*
- SLA of CES 2 and CLS cannot be modified*

*never mind, please contact the Accountteam.Wholesale@swisscom.com via email for such modifications.



13 Release 3.2.0.69 (available from 19th May 2021)

13.1 Save Draft Order

Direct Orders or orders from an Offer can be temporarily saved as a draft if you have not yet completely filled in all the details:

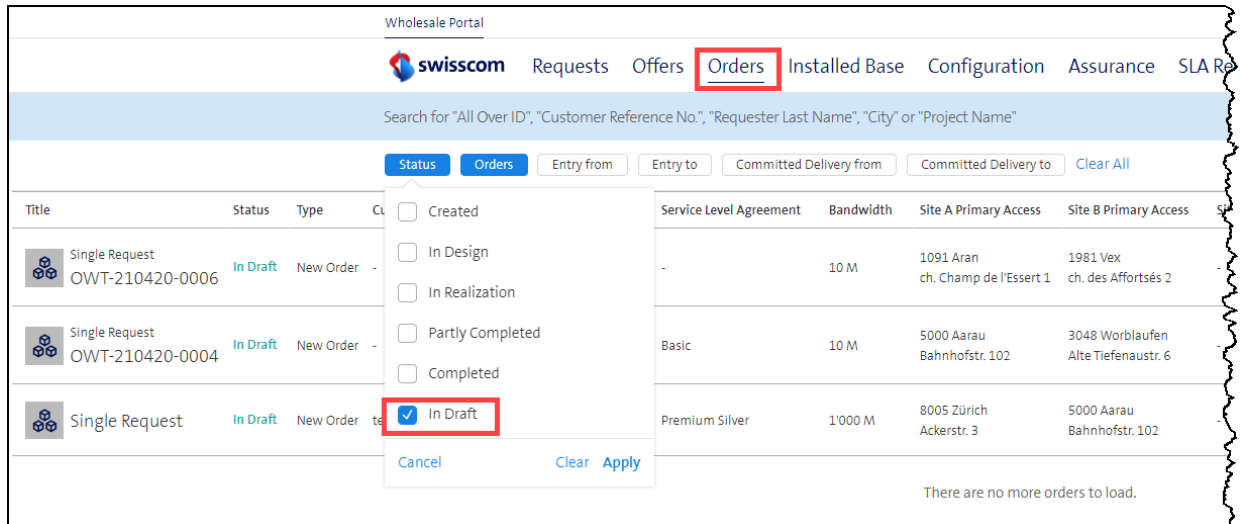
The screenshot shows a web form with a header area containing a grey box with the text "excl. VAT". Below this is a section titled "Primary Access". Under "Primary Access", there are two rows, each starting with a red circle containing an "i" and the text "Contains Mandatory Information". The first row is labeled "Site A Primary Access" and the second is "Site B Primary Access", both with a blue downward arrow on the right. At the bottom right of the form, there are two buttons: "Save draft order" (highlighted with a red rectangle) and "Send Order".

Don't worry, if you should forget to save the order as a draft, we will point this out when you leave the page. This is how we make sure that valuable information is not lost:

The warning dialog box has a title bar with "Warning" and a close button (X). The main text reads: "If you leave this page, all the already entered data will be deleted if you don't save it as draft. Are you sure you want to leave this page?". At the bottom, there are three buttons: "Save draft and leave" (blue), "Leave without saving" (grey), and "Cancel" (grey).

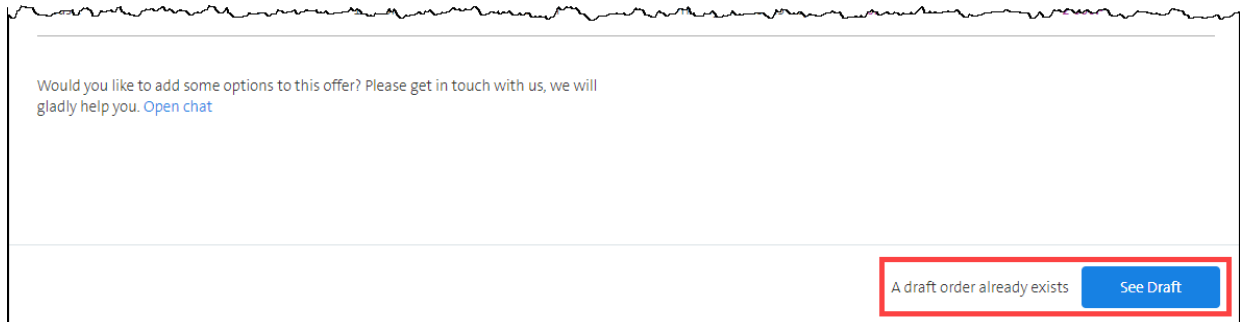
13.2 Find Draft Orders

If you like to add further information to the order at a later point, you will find your draft under 'Orders' in the status 'In draft':



Title	Status	Type	Created	In Design	In Realization	Partly Completed	Completed	In Draft	Service Level Agreement	Bandwidth	Site A Primary Access	Site B Primary Access
Single Request OWT-210420-0006	In Draft	New Order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	-	10 M	1091 Aran ch. Champ de l'Essert 1	1981 Vex ch. des Affortés 2
Single Request OWT-210420-0004	In Draft	New Order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Basic	10 M	5000 Aarau Bahnhofstr.102	3048 Worblaufen Alte Tiefenastr.6
Single Request	In Draft	New Order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Premium Silver	1'000 M	8005 Zürich Ackerstr. 3	5000 Aarau Bahnhofstr. 102

If you are not sure whether a draft order already exists for an Offer/Price Request, you can easily look up the respective Offer/Price Request and, if necessary, go directly to the draft order from there:



Would you like to add some options to this offer? Please get in touch with us, we will gladly help you. [Open chat](#)

A draft order already exists [See Draft](#)

With a click on the desired draft order, you will be taken directly to the editing mode and can thus start directly with further editing. Only when all the details have been filled in you can send the draft to Swisscom as an order.



13.3 Draft Order Validity

Draft orders are valid as long as the related Price Request/Offer. If a Price Request/Offer has expired, the draft order is automatically deleted and cannot be reactivated by Swisscom.

Wholesale Portal Logout

swisscom [Requests](#) [Offers](#) [Orders](#) [Installed Base](#) [Configuration](#) [Assurance](#) [SLA Reports](#)

< Offer list

Single Request

Offer OWT-210420-0004 Expiry Date: 17.10.2021 [Reject offer](#) [Completed](#)

Title: Test Options luc Creation Date: 20.04.2021

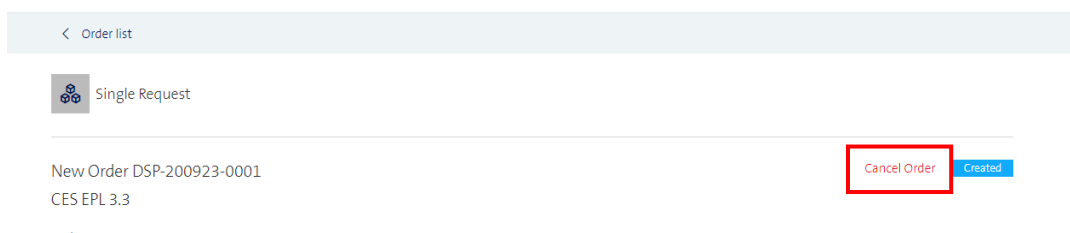
Requester	Contact	Customer Notes	Swisscom Note
alle Rollen OWT E2E	fabienne.gohl@swisscom.com	-	-

Site A Primary Access	Site B Primary Access
Address 5000 Aarau	Address 3048 Worblaufen

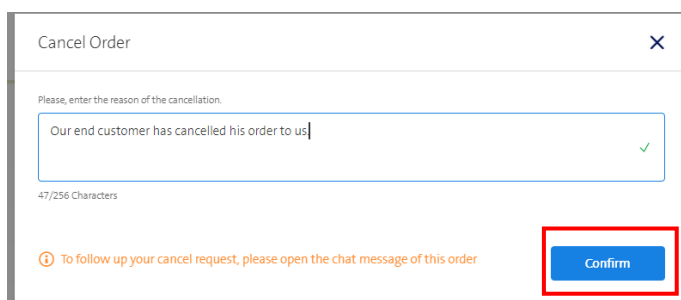
14 Release 3.2.0.66 (available from 23rd March 2021)

14.1 Cancel running Order

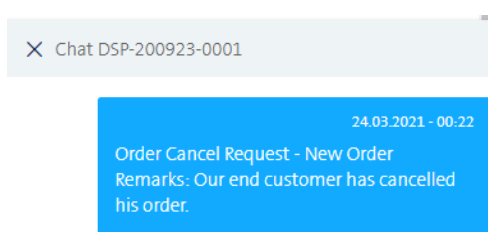
You have now the possibility to request to cancel a running order in the Wholesale Portal by applying the Cancel order button.



You have now the possibility to cancel running orders in the Wholesale Portal by applying the Cancel Order button.



A request to cancel a running order will be transmitted to Swisscom as a chat message to be further processed by a person.



The person handling the request to cancel will respond to you via the chat message.

14.2 Change running Order

You have now the possibility to submit a request to change a running order in the Wholesale Portal by applying the Change button on the respective card. Only one card can be changed in one Change Request. If you have multiple change requests, you need to submit one change request per card.

New Order DSP-200923-0001
CES EPL 3.3

Cancel Order Created

Basic

Order Date	23.09.2020
Expected Delivery	14.10.2020
Requester	Urs Waltenspuel
Requester Email	urs.waltenspuel@swisscom.com
Requester Phone	0041 79 408 94 90
Order Responsible	Halbheer Corinna
Order Responsible Email	corinna.halbheer@swisscom.com
Billing Segment	Buffalo Bill
Customer Reference No.	Best Reference
Customer Notes	-

[Change](#)

Ordered

CES EPL 3.3
Carrier Ethernet Service - Ethernet Private Line - Point to Point

The order is currently in progress. You will receive the price within the individual agreement.

Service Level Agreement	Basic
Bandwidth	100 M
Subscription Period	12 Months
Fulfillment Priority	Normal

[Change](#)

Site A Primary Access

Site A Information	
Address	5000 Aarau Badergässli 6
CPE Model	Low Range
New Physical Access	Yes

Contact	
Company Name	Swisscom (Switzerland) Ltd.
Additional Company Name	Swisscom (Switzerland) Ltd.
Name	Urs Waltenspuel
Phone Number	0041 79 408 94 90
Email	urs.waltenspuel@swisscom.com
Notes	-

Technical Information	
Physical Access ID	-
Service Access Type	ENNI
VLAN ID	3333
LAN Port Type	FastEthernet
CPE LAN Speed	10M
CPE LAN Negotiation	nonegotiate
CPE Port Encapsulation	802.1ad
CPE LAN Duplex	full
LAN Port Physical Medium	Copper
LAN Port Details	FastEthernet / Details Port aus A-Seite Primary

House Owner	
Company Name	Swisscom (Switzerland) Ltd.
Additional Company Name	Swisscom (Switzerland) Ltd.
Name	Urs Waltenspuel
Phone Number	0041 79 408 94 90
Email	urs.waltenspuel@swisscom.com
Notes	-

[Change](#)

Installation Partner

Company Name	Elektro Blitz AG
Name	Kurzschluss Fritz
Address	3048 Worblaufen Alte Tiefenastrasse 6
Phone Number	0041 79 408 94 90
Fax Number	0041 79 408 94 90
Email	fritz.kurzschluss@swisscom.com

[Change](#)

Applying the Change button will open a PoP-up displaying the actual values which you can modify. Assuming, you want to change the Expected Delivery Date.

Basic

Expected Delivery*	14.10.2020 ✓	Billing Segment	Buffalo Bill ✓
First Name*	Urs ✓	Last Name*	Waltenspuel ✓
Requester Email*	urs.waltenspuel@swisscom.com ✓		
Requester Phone*	0041 79 408 94 90 ✓	Customer Reference No.*	Best Reference ✓

Notes

You may change the value to the new value according to your requirement and save them.

Basic

Expected Delivery*	15.04.2021 ✓	Billing Segment	Buffalo Bill ✓
First Name*	Urs ✓	Last Name*	Waltenspuel ✓
Requester Email*	urs.waltenspuel@swisscom.com ✓		
Requester Phone*	0041 79 408 94 90 ✓	Customer Reference No.*	Best Reference ✓

Notes

[Save](#)



A request to change a running order will be transmitted to Swisscom as a chat message to be further processed by a person. The chat message included the old and the new values.

X Chat DSP-200923-0001

24.03.2021 - 00:50

Order Change Request: - New Order
Changed Item: Basic Data

New Values:
Expected Delivery=15.04.2021;Billing
Segment=Buffalo Bill;First
Name=Urs;Last
Name=Waltenspuel;Requester
Email=urs.waltenspuel@swisscom.com;
Requester Phone=0041 79 408 94
90;Customer Reference No.=0041 79 408
94 90;

Actual Values:
Expected Delivery=14.10.2020;Billing
Segment=Buffalo Bill;First
Name=Urs;Last
Name=Waltenspuel;Requester
Email=urs.waltenspuel@swisscom.com;
Requester Phone=0041 79 408 94
90;Customer Reference No.=0041 79 408
94 90;

Remarks:

The person handling the request to change the order will respond to you via the chat message.



15 Release 3.2.0.38 (verfügbar ab 26. November 2019)

15.1 Kündigung

15.1.1 Erfassen

Kündigungen können Sie in der Installed Base direkt auslösen. Gehen Sie dazu auf den gewünschten Service oder auf den gewünschten Physical Access und gehen Sie oben rechts auf "kündigen":

Wholesale Portal Abmelden

swisscom Abfragen Offerten Aufträge Installierte Basis Konfiguration Data Assurance

< CES Punkt zu Punkt installierte Basis Liste

Einzelne Abfrage Kündigen

Arlesheim IP 14/Basel IP 1476

CES EVPL (2013)

Kundenreferenznummer	62ARL-62FHS
Produktname	CES EVPL (2013)
Produktversion	2.1
Bandbreite	20M
Service Level Agreement	-

Erstwegerschliessung

Service Access Type	LAN Port Type	CPE LAN Speed	CPE LAN Duplex	CPE LAN Negotiation	CPE Port Encapsulation	VLAN Service ID	
Standort B	GigabitEthernet1/0/2	-	-	nonegotiate	-	V55073313	Zugehöriger Physical Access
Standort B	FastEthernet 0/1	-	-	nonegotiate	-	V55073313	Zugehöriger Physical Access

Auf der nächsten Seite werden Sie aufgefordert, ein Kündigungsdatum (gem. Kündigungsfrist erst in 30 Tagen möglich) anzugeben:

Kündigung

Kündigungsdatum

Kündigungsdatum*

28.12.2019 ✓

Dezember 2019 aufzeit gekündigt wird, können Strafgebühren

Mo	Di	Mi	Do	Fr	Sa	So
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

28.12.2019 0.-

ⓘ Allfällige Netzausbaukosten sind in dieser Strafgebühr nicht berücksichtigt und werden deshalb nachträglich verrechnet.

Wie bei der Kündigung? Bitte kontaktieren Sie unseren Support.

Order Management Wholesale
entry.wholesale@swisscom.com

Schliessen


Ich akzeptiere die oben aufgeführten Strafgebühren

Kündigen

Wenn die Vertragslaufzeit noch läuft, werden entsprechend Strafgebühren aufgeführt. Schieben Sie das Kündigungsdatum beliebig nach hinten/nach vorne und die allfällige Strafgebühr wird autom. neu berechnet.

Wichtig: allfällige Netzausbaukosten sind in dieser Strafgebühr nicht berücksichtigt und können nachträglich verrechnet werden.

Ist der Kündigungsauftrag erfasst und abgeschickt, finden Sie diesen wieder unter "Aufträge". Diese Kündigung können Sie via Klick auf den Eintrag im Detail aufrufen:

 Einzelne Abfrage

Kündigung OWT-191113-0001 In Realisierung
 CES Physical Access 3.3

Allgemeines

Auftragsdatum	13.11.2019
Wunschdatum	31.12.2019
Auftraggeber	--
Auftraggeber Email	fabienne.gohl@swisscom.com
Auftraggeber Telefon	-
Verantwortlicher Auftrag	Waltenspühl Urs
Verantwortlicher Auftrag Email	urs.waltenspuel@swisscom.com
Verrechnungsreferenz	Gohl
Kundenreferenznummer	Fabienne
Circuit ID	Fabienne IP 1/COLACC.809809
Kundennotiz	-

In Auftrag

CES Physical Access 3.3
Carrier Ethernet Service - Physical Access

Service Level Agreement	-
Mindestvertragsdauer	-
Bandbreite	-
Priorität Bereitstellung	Normal
Monatliche Preise	0.- exkl. MwSt
Einmalige Preise	0.- exkl. MwSt

Strafgebühren

Gewünschtes Kündigungsdatum	31.12.2019
Einmalige Strafgebühr in CHF	-

ⓘ Allfällige Netzausbaukosten sind in dieser Strafgebühr nicht berücksichtigt und werden deshalb nachträglich verrechnet.

Wünschen Sie Änderungen an den Optionen zu diesem Auftrag? Setzen Sie sich mit uns in Verbindung, wir helfen gerne weiter. [Chat öffnen](#)

Service	Bestätigt	Erliegt
Bereit	31.12.2019	

15.1.2 Restriktionen

Bei der Kündigung eines Services, eines Physical Access gibt es ein paar Restriktionen, die nun aufgeführt werden:

- Ein Physical Access kann nur gekündigt werden, wenn kein Service mehr darauf aktiviert ist.
- CES VLAN Services können nicht gekündigt werden
- Eine erfasste Kündigung kann nicht mehr gecancelled werden (Feature wird in 2020 umgesetzt, Release Info folgt. Bis dahin wenden Sie sich bitte schriftlich an unser Entry Wholesale Team)
- Allfällige Netzausbaukosten können nachträglich verrechnet werden und werden nicht im Portal angezeigt.
- Eine Kündigung kann frühestens erst in 30 Tagen ausgeführt werden. Danach täglich.
- Ein gekündigter Service/physical Access wird nicht mehr in der Installed Base aufgeführt



16 Release 3.2.0.17 (available from 27th March 2019)

16.1 Administration of Installation Partners

16.1.1 Register a new Installation Partner

You have now two new the possibility to register frequently used Installation Partners for later usage in orders. You do not have to enter all data again from the scratch in every order.

Within the configuration menu

While entering a new order

- Enter a new unique name of an Installation Partner and add it

Primary Access Site A Installation Partner

Company Name*

Electric Partners Ltd|

Add "Electric Partners Ltd."

- Complete all data and add the new Installation Partner

Company Name*

Electric Partner Ltd.

Street Building no City* Postcode*

Electricity Street 1 Electric Town 8888

First Name* Last Name* Phone Number*

Jack Installator 0041 79 567 88 99

Fax Number Email*

e.g. 0041 79 123 45 67 jack.installator@electric.com|

Would you like to save this installation partner in My Installation Partner? Add

16.1.2 Select the Installation Partner in an order

Registered Installation Partners will appear in the drop-down within every order.

Primary Access Site A Installation Partner

Company name*

Installation AG, Custal Cudafphon, 0041 98 765 43 21
Elektobilitz AG, John Electricman, 0041 12 345 66 77

You can select any registered Installation Partner. The related data will automatically be copied into the respective fields.

Primary Access Site A Installation Partner

Company name*

Installation Partner Ltd.

Street* Building no* City* Postcode*

Installation Street ✓ 1 ✓ Installtown ✓ 888 ✓

First name* Last name* Phone number*

Jack ✓ Installer ✓ 0041 98 765 43 21 ✓

Fax number* Email*

e.g. 0041 79 123 45 67 ✓ jack.installator@install.com ✓

Would you like to save this installation partner in My Installation Partner? **Add**

Speichern

There are two possibilities to store an Installation Partner within an order:

- **Use only once** – within the actual order; use only the button "Save" (one mouse click) and close the window. This Installation Partner will only be stored within the actual order.
- **Re-use later** – within future orders; use first the "Add button" to add the data to "My Installation Partner". Then save the data in the actual order (two mouse clicks) and close the window.

16.1.3 Modify and delete Installation Partners

Registered Installation Partners can be modified or deleted. **Modifying or deleting Installation Partners in the configuration has no impacts to running orders.**

swisscom Requests Offers Orders Installed Base Configuration

My Address My Installation Partner

Company Name	Contact	Phone	Email	
Installationen AG	Gustaf Gustafsson Installationenstrasse 100 8005 Zürich	0041 98 765 43 21	gustav.gustafsson@gustaf.com	Edit Delete

16.2 Direct Order of Premium Platinum Light Services

A Direct Order of CES/CLS Premium Platinum Light is now possible if the following prerequisites apply:

1. At customer site, Primary and Secondary address must be identical
2. No network upgrade at customer site

These prerequisites do not apply to the PoP site. The assumption is that the required network equipment is already there, and no network upgrade will be necessary a PoP sites.

Request Test Platinum Light Availability Check Delete Open

Site A Primary Access	8005 Zürich Hardstr. 235 (Customer Site)	Site A Secondary Access	8005 Zürich Hardstr. 235 (Customer Site)
Site B Primary Access	8005 Zürich Neugasse 18 (PoP)	Site B Secondary Access	3011 Bern Genfergasse 14 (PoP)

[Add more options](#)

CES Access-EPL 3.3

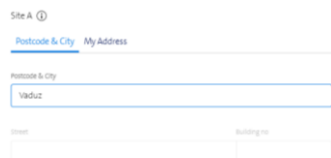
	Service Level Agreement	Subscription Period	Bandwidth	Fulfillment Priority	Techn. Items	Monthly recurring charges excl. VAT	One time charges excl. VAT	
<input type="checkbox"/>	Basic	12 Months	10 M	Normal	1	270.-	2'000.-	Direct Order

This menu button can only be used if the above-mentioned prerequisites apply. In any other case, please continue with an offer request.

16.3 Improvements to existing features

16.3.1 Suppress addresses in Liechtenstein

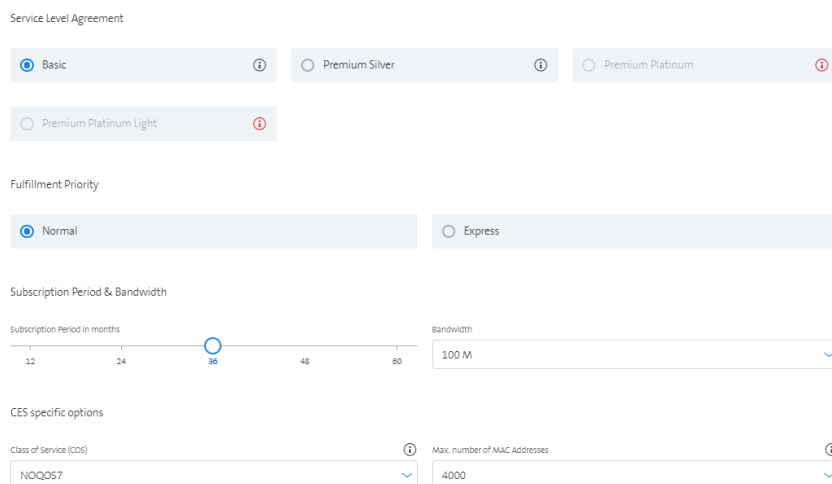
Swisscom (Switzerland) Ltd. do not provide any Data Services in Liechtenstein. Before, such addresses could be validated but no price could be calculated. Now, all addresses of Liechtenstein are suppressed from the beginning. (E.g. no address can be found in Vaduz)



16.3.2 No reset of input parameters to default values

Before, all subsequent values had been reset to default values if a preceding value had been changed. After this release, all values remain unchanged if any of the values has been changed.

For example: If the SLA has been changed from Premium Silver to Basic, all subsequent values remain as before. (36 months not anymore reset to 12 months, 100M not anymore reset to 10M)



16.3.3 Limit the bandwidth of CES Light Copper as available at the specific site

The CES Light portfolio includes bandwidths up to 1000 Mbit/s. However, the maximum available bandwidth at a specific location may be lower due to limitations of the copper wire. In this example, only bandwidths up to **30 Mbit/s** can be provisioned.

CES Light	
Copper	
Availability	Available
Access Point Details	UP:1631/73KRE
No. of Currently Free Lines	>=4
Max. Bandwidth	30 M
Service Lead Time in Work Days	15
Fiber	
Availability	Not available
Access Point Details	None
No. of Currently Free Lines	-
Max. Bandwidth	-
Service Lead Time in Work Days	-

Consequently, only the bandwidths available at that location will appear in the Drop-Down. Here this means up to **30M**.

Bandbreite

10 M	
8 M	
10 M	✓
20 M	
30 M	

In this example, CES Light over copper is available up to 30M and CES Light over fibre is available up to **1'000M**. The fibre limit applies in such cases.

CES Light	
Copper	
Availability	Available
Access Point Details	UP:1667/64BUE
No. of Currently Free Lines	>=4
Max. Bandwidth	20 M
Service Lead Time in Work Days	15
Fiber	
Availability	Available
Access Point Details	BuildingEntryPointFTTH
No. of Currently Free Lines	1'000 M
Max. Bandwidth	1'000 M
Service Lead Time in Work Days	45

The Drop-down shows all values up to **1'000M**.

Bandbreite

10 M	
300 M	
500 M	
700 M	
1'000 M	

If only fibre is available all bandwidths up to **1'000M** can be selected.

CES Light	
Copper	
Availability	Not available
Access Point Details	-
No. of Currently Free Lines	-
Max. Bandwidth	-
Service Lead Time in Work Days	-
Fiber	
Availability	Available
Access Point Details	BuildingEntryPointFTTH
No. of Currently Free Lines	>=4
Max. Bandwidth	1'000 M
Service Lead Time in Work Days	45



16.3.4 Mail sent to requester after offer completion

Upon completion of an offer by the Sales Assistant, the requester receives a confirmation E-Mail. This E-Mail also contains the most important information related to that offer, as shown in the example below.

Von: CWS Customized Solutions Services, INI-DOS-DE-O2A
Gesendet: Donnerstag, 21. März 2019 17:10
An: Tester John, INI-CWS-CS-BEW <john.test@swisscom.com>
Betreff: Offer Test Confirmation Mail, GVS-190318-0002 is available

Dear Customer,

Please retrieve your offer by using the following URL: <https://wholesale.swisscom.com/portal/>

Offer Number: GVS-190318-0002
Offer Title: Test Confirmation Mail
Reference: Michele's Projekt

Requester: John Tester
john.test@swisscom.com

CES EPL

Bandwidth: 100M
Class Of Service: NOQOS7
Minimum contract duration: 36 month
Monthly recurring charges: 814.50 CHF
One time charge: 3000.00 CHF
Total special effort: 0.00 CHF
Total Lead time: 15 working days

Feasibility result:

Site 1: Feldackerrain 28, 3173 Oberwangen b. Bern
Service Level: Premium Silver
Additional MAC Addresses: -
Region: Schweiz Zone: Regio
Special effort description: -
Physical Access:
CPE Option: Mid Range
Monthly recurring charges: 0.00 CHF
One time charges: 1500.00 CHF

Site 2: Albertstr. 2, 8005 Zürich
Service Level: Premium Silver
Additional MAC Addresses: -
Region: Schweiz Zone: Top-City
Special effort description: -
Physical Access:
CPE Option: Mid Range
Monthly recurring charges: 0.00 CHF
One time charges: 1500.00 CHF

Topologie: Regio

Kind regards,
Swisscom (Switzerland) Ltd.
Wholesale
accountteam.wholesale@swisscom.com

17 Release 3.2.0.13 (available from the 25th February 2019)

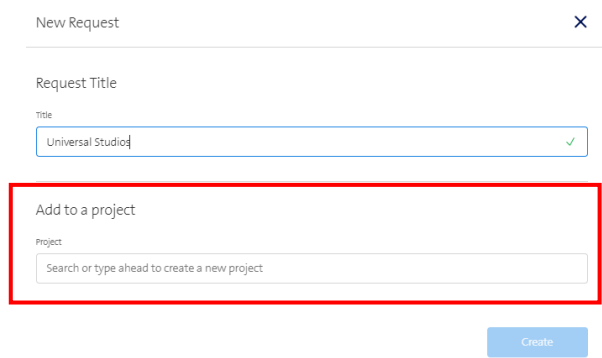
17.1 Handling of projects

17.1.1 Significance of a project

From now on, you can optionally assign Requests to a project. A project is a repository which links different Requests together. Various properties can be assigned to a project like project name or project discount (if applicable according to the Price Manual). These properties will then apply to all Requests, Offers, Orders and Installed Base instances assigned to that project.

17.1.2 Assign a request to a project

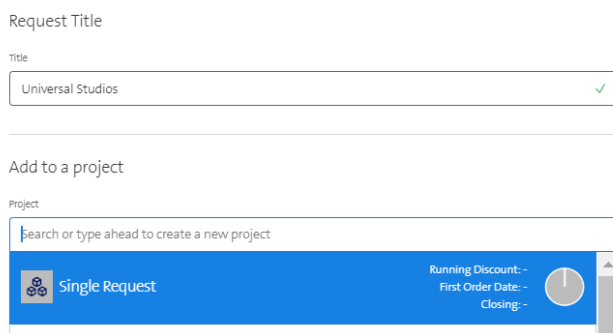
The first steps to create a Request have not changed. Like before, you will have to assign a unique name to a Request but there is now an additional field to enter the project name.



You have now three different options to proceed:

1. **Store as Single Request** without project relation (same behaviour as before)

Die option "Single Request" always appears first in the drop-down



2. Assign the Request to an existing project

All already existing and still active projects appear in the drop-down below the "Single Request".

Request Title

Title

Add to a project

Project

P PMA

 Running Discount: -
 First Order Date: -
 Closing: -

3. Create a new project

You can also create a new project. In this case, the new project will be created at the same time when you create the request. When you create subsequent requests, the new project will appear in the drop-down.

Request Title

Title

Add to a project

Project

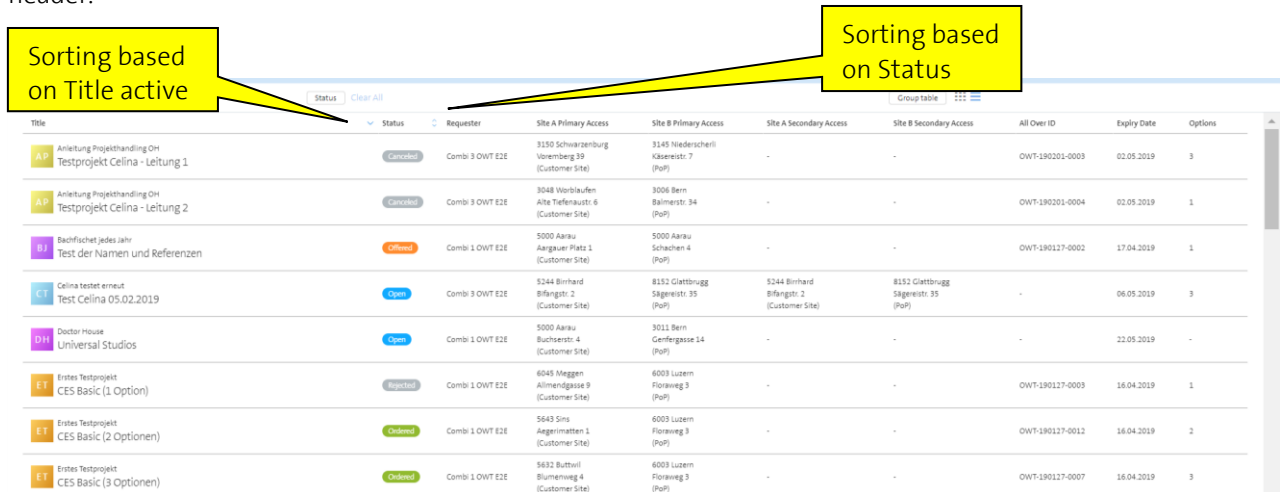
Add "Star Wars XX"

Important Hint:

A project always involves some agreement between you and Swisscom about the applicable conditions. Consequently, the Direct Order is not possible for project related Requests. For project related Requests, the next process step is always the request of an Offer where the final commercial conditions will be fixed.

17.1.3 Sorting and grouping of stored Requests

You can sort the listed Requests based on different columns. Please use the respective symbols on the header.

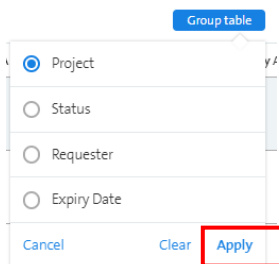


Sorting based on Title active

Sorting based on Status

Title	Status	Requester	Site A Primary Access	Site B Primary Access	Site A Secondary Access	Site B Secondary Access	All Over ID	Expiry Date	Options
AP Anleitung Projekthandling OH Testprojekt Celina - Leitung 1	Cancelled	Combi 3 OWT E2E	3130 Schwarzenburg Vorenberg 39 (Customer Site)	3145 Niederscherli Käsestr. 7 (PoP)	-	-	OWT-190201-0003	02.05.2019	3
AP Anleitung Projekthandling OH Testprojekt Celina - Leitung 2	Cancelled	Combi 3 OWT E2E	3048 Worblaufen Alte Tiefenaustr. 6 (Customer Site)	3006 Bern Balmerstr. 34 (PoP)	-	-	OWT-190201-0004	02.05.2019	1
BF Bachfischet jedes Jahr Test der Namen und Referenzen	Offered	Combi 1 OWT E2E	5000 Aarau Aargauer Platz 1 (Customer Site)	5000 Aarau Schachen 4 (PoP)	-	-	OWT-190127-0002	17.04.2019	1
CT Celina testet erneut Test Celina 05.02.2019	Open	Combi 3 OWT E2E	5244 Birnhard Bifangstr. 2 (Customer Site)	8152 Glattpfegg Sägereistr. 35 (PoP)	5244 Birnhard Bifangstr. 2 (Customer Site)	8152 Glattpfegg Sägereistr. 35 (PoP)	-	06.05.2019	3
DH Doctor House Universal Studios	Open	Combi 1 OWT E2E	5000 Aarau Buchserstr. 4 (Customer Site)	3011 Bern Geffergasse 14 (PoP)	-	-	-	22.05.2019	-
ET Erstes Testprojekt CES Basic (1 Option)	Rejected	Combi 1 OWT E2E	6045 Meggen Allmendgasse 9 (Customer Site)	6003 Luzern Floraweg 3 (PoP)	-	-	OWT-190127-0003	16.04.2019	1
ET Erstes Testprojekt CES Basic (2 Optionen)	Ordered	Combi 1 OWT E2E	5645 Sins Aegerimatten 1 (Customer Site)	6003 Luzern Floraweg 3 (PoP)	-	-	OWT-190127-0012	16.04.2019	2
ET Erstes Testprojekt CES Basic (3 Optionen)	Ordered	Combi 1 OWT E2E	5632 Buttlib Blumenweg 4 (Customer Site)	6003 Luzern Floraweg 3 (PoP)	-	-	OWT-190127-0007	16.04.2019	3

You can also group the Requests based on different criteria.

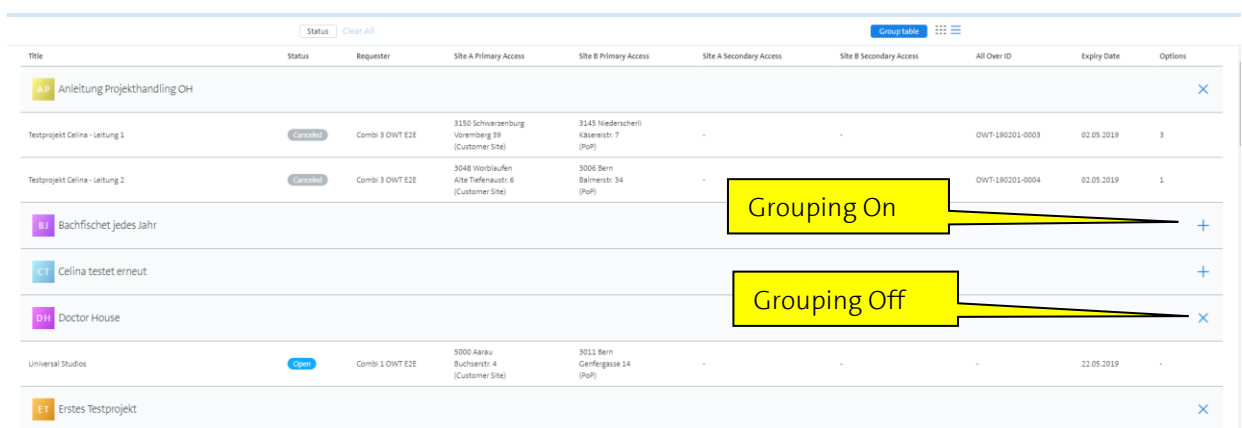


Group table

- Project
- Status
- Requester
- Expiry Date

Cancel Clear Apply

After applying the selected grouping, the requests will be displayed accordingly. You may also turn the grouping per project on and off.



Grouping On

Grouping Off

Title	Status	Requester	Site A Primary Access	Site B Primary Access	Site A Secondary Access	Site B Secondary Access	All Over ID	Expiry Date	Options
AP Anleitung Projekthandling OH									
Testprojekt Celina - Leitung 1	Cancelled	Combi 3 OWT E2E	3130 Schwarzenburg Vorenberg 39 (Customer Site)	3145 Niederscherli Käsestr. 7 (PoP)	-	-	OWT-190201-0003	02.05.2019	3
Testprojekt Celina - Leitung 2	Cancelled	Combi 3 OWT E2E	3048 Worblaufen Alte Tiefenaustr. 6 (Customer Site)	3006 Bern Balmerstr. 34 (PoP)	-	-	OWT-190201-0004	02.05.2019	1
BF Bachfischet jedes Jahr									
CT Celina testet erneut									
DH Doctor House									
Universal Studios	Open	Combi 1 OWT E2E	5000 Aarau Buchserstr. 4 (Customer Site)	3011 Bern Geffergasse 14 (PoP)	-	-	-	22.05.2019	-
ET Erstes Testprojekt									

17.2 Request Price of Premium Platinum Light

The SLA Premium Platinum Light is now also available in the price request.


Service Level Agreement

Basic Premium Silver Premium Platinum Premium Platinum Light

The Prices for Premium Platinum Light and Premium Platinum are equal but the network upgrade costs may be lower in case of Premium Platinum Light or even not be applicable at all.

The only difference between Premium Platinum Light and Premium Platinum lies in the access area. In case of Premium Platinum Light there is no physical redundancy between the local switch and the customer site. Primary and secondary access are realised through the same cable.

Information zu CES - Premium Platinum Light



Premium Platinum Light

MAE CPE
Dual Homing Light CPE
MAE CPE


CES Premium Platinum light

Garantierter Wert
Premium Platinum light** DC: ≥ 99.97%
Premium Platinum light** CPE: ≥ 99.99%
Premium Platinum light: Ja, jedoch ohne
physische Redundanz im Access**
7x24 h, proaktiv mit CPE
reaktiv als DC
Garantierter Wert:
Platinum light: ≤ 2 Stunden**
max. 2 p.a. garantiert

** evtl. Störungen im Access
DC = Direct Connect
MAE = Metro Access Element

Schliessen

Information zu CES - Premium Platinum



CES Premium Platinum

Garantierter Wert
Platinum DC: ≥ 99.97%
Platinum CPE: ≥ 99.99%
Platinum: Ja, inkl. Zweitweg im Access
7x24 h, proaktiv mit CPE,
reaktiv als DC
Garantierter Wert:
Platinum: ≤ 2 Stunden
max. 2 p.a. garantiert

CE = Core Equipment
DC = Direct Connect

Schliessen

17.3 Different Lead Times for Premium Platinum services

In case of a Premium Platinum Service, there can be a significant difference between the service delivery times of the primary access and the secondary access, due to network upgrades. In case of CLS, primary and secondary access will always be realised independently of each other. The primary access will get into services as soon as it is finished. In case of CES, you have the option to activate the primary access as soon as it is available or to wait with the service activation until the secondary access is finished. The next chapter explains how you can choose between one or the other option.

CES Access-EPL 3.3

Service Level Agreement	Subscription Period	Bandwidth	Fulfillment Priority	Service Lead Time	Monthly recurring charges excl. VAT	One time charges excl. VAT
<input type="radio"/> Premium Platinum	12 Months	10 M	Normal	Primary Access: 15 Days Secondary Access: 65 Days	561.60	14'000.-

CLS Premium Platinum 2.3

Service Level Agreement	Subscription Period	Bandwidth	Fulfillment Priority	Service Lead Time	Monthly recurring charges excl. VAT	One time charges excl. VAT
<input type="radio"/> Premium Platinum	12 Months	2 M	Normal	Primary Access: 20 Days Secondary Access: 70 Days	1'197.60	15'200.-

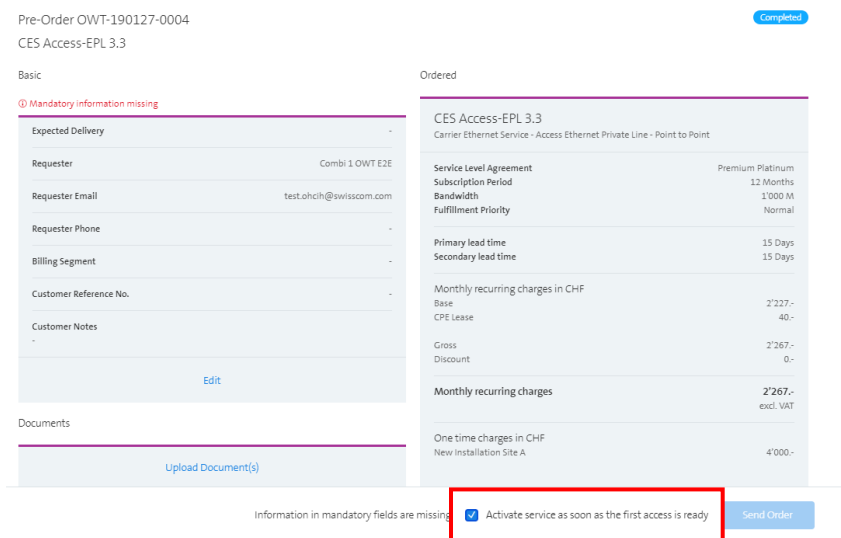
17.4 CES Partial Operation

This feature only applies to CES Premium Platinum.

As mentioned above, you have two options to activate a CES Premium Platinum Service.

1. Activate the primary temporarily as Premium Silver as soon as it is available. As soon as the secondary access is available, an upgrade to Premium Platinum will automatically be done. This way, the available part of the ordered service will be available to you as soon as possible. The technical term for this approach is "Partial Operation".
2. Activate the complete service when primary and secondary access will be finished.

You can choose between these two options by using the indicated check box.



Pre-Order OWT-190127-0004 Completed
CES Access-EPL 3.3

Basic Ordered

ⓘ Mandatory information missing

Expected Delivery	
Requester	Combi 1 OWT E2E
Requester Email	test.ohcjh@swisscom.com
Requester Phone	-
Billing Segment	-
Customer Reference No.	-
Customer Notes	-
Edit	

Documents

[Upload Document\(s\)](#)

Information in mandatory fields are missing

CES Access-EPL 3.3	
Carrier Ethernet Service - Access Ethernet Private Line - Point to Point	
Service Level Agreement	Premium Platinum
Subscription Period	12 Months
Bandwidth	1'000 M
Fulfillment Priority	Normal
Primary lead time	15 Days
Secondary lead time	15 Days
Monthly recurring charges in CHF	
Base	2'227.-
CPE Lease	40.-
Gross	2'267.-
Discount	0.-
Monthly recurring charges	2'267.- excl. VAT
One time charges in CHF	
New installation Site A	4'000.-

Activate service as soon as the first access is ready [Send Order](#)

17.5 Cancel Offer request

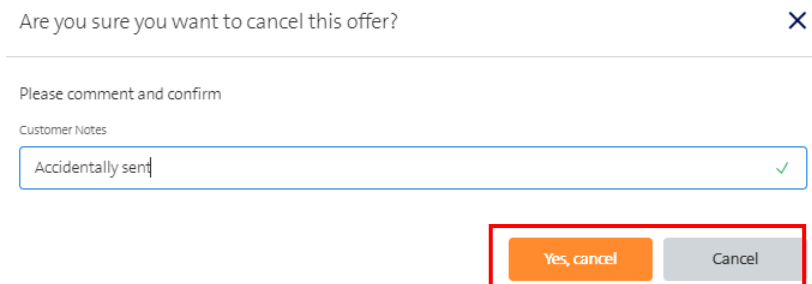
You can cancel an Offer request if it is still in the Status "In Progress". I.e. Swisscom are still working on the Offer and has not completed it yet.



Offer OWT-190219-0010 Expiry Date: 20.05.2019 [Cancel offer](#) [In Progress](#)

Title: Leitung 9 Creation Date: 19.02.2019

To avoid accidental cancellation, you will be asked to provide a reason and to confirm the cancellation.



Are you sure you want to cancel this offer? ✕

Please comment and confirm

Customer Notes

Accidentally sent ✓

Yes, cancel Cancel

17.6 Reject reason in Offer rejection

The possibility to reject completed offers has been available already before.

Offer OWT-190127-0008 Expiry Date: 22.05.2019 Reject offer Completed

Title: CES Premium Platinum Creation Date: 27.01.2019

The reject reason is important information to us for improving our products and services continuously. You will now be asked to provide a reason for the rejection.

Are you sure you want to reject this offer? ✕

Please comment and confirm

Customer Notes

The end customer does not require the service anymore ✓

Yes, reject Cancel

17.7 Mark mandatory input fields in the order

Missing order information leads to delays or wrongly configured services. To avoid such problems, mandatory fields are now marked red, as long as mandatory information is missing.

A hint that mandatory information is missing appears above the cards where some information is missing. The order cannot be submitted until all mandatory information has been entered.

Pre-Order OWT-190219-0009 Completed

CLS Basic 2.3

Basic

ⓘ Mandatory information missing

Expected Delivery -

Requester Combi 1 OWT E2E

Requester Email test.ohchh@swisscom.com

Requester Phone -

Billing Segment -

Customer Reference No. -

Customer Notes -

[Edit](#)

Ordered

CLS Basic 2.3

Carrier Line Service - Basic - Point to Point

Service Level Agreement	Basic
Subscription Period	24 Months
Bandwidth	10 M
Fulfillment Priority	Normal
Service Lead Time	70 Days
Monthly recurring charges in CHF	
Base	354.-
Gross	354.-
Duration Discount (5%)	-17.70
Quantity Discount (10%)	-35.40
Monthly recurring charges	300.90
	excl. VAT
One time charges in CHF	
New Installation	3'000.-
Network Construction Costs Access Site A	5'000.-
Network Construction Costs Access Site B	5'000.-

Information in mandatory fields are missing Send Order

Upon trying to save a page where still some information is missing, all mandatory fields will be marked red.

Expected Delivery* ⓘ ⓧ e.g. 01.07.2018 ⓧ ⓧ Billing Segment ⓘ

ⓧ Expected Delivery is required

First Name* ⓧ Last Name* ⓧ

ⓧ First Name is required ⓧ Last Name is required

Requester Email* ⓧ Requester Phone* ⓧ e.g. 0041 79 123 45 67 ⓧ

ⓧ Email is required ⓧ Requester Phone is required

Customer Reference No. ⓘ

Notes

The hint above the card will disappear, as soon as all mandatory information has been entered. The button "Send Order" will not be useable until all mandatory information has been entered.

Pre-Order OWT-190219-0011 Completed
CES EPL 3.3

Basic	Ordered
Expected Delivery: 15.03.2019	CES EPL 3.3 Carrier Ethernet Service - Ethernet Private Line - Point to Point
Requester: John Miller	Service Level Agreement: Basic
Requester Email: john.miller@windmill.wind	Subscription Period: 12 Months
Requester Phone: 0041 79 432 55 55	Bandwidth: 10 M
Billing Segment: -	Fulfillment Priority: Normal
Customer Reference No.: -	Service Lead Time: 15 Days
Customer Notes: -	Monthly recurring charges in CHF
Edit	Base: 230.-
	CPE Lease: 40.-
	Gross: 270.-
	Quantity Discount (10%): -27.-
	Monthly recurring charges: 243.- excl. VAT
Documents	One time charges in CHF
Upload Document(s)	New Installation Site A
	Network Construction Costs Access Site A

Mandatory fields are missing:

- A Primary Access: Contact
- A Primary Access: Installation Firm
- B Primary Access: Physical Access ID

Information in mandatory fields are missing [Send Order](#)

In the following example, mandatory information is missing related to the Primary Sites A and B.

ⓧ Contains Mandatory Information

Site A Primary Access ⌵

ⓧ Contains Mandatory Information

Site B Primary Access ⌵

Some information is always mandatory in any order and some other only under certain conditions. For example, the installation firm is only mandatory if a new Physical Access is to be constructed but it is optional if an additional CES Service is to be provided on an existing Physical Access. Moreover, the house owner is only mandatory if a network upgrade is going to take place at the respective site. The portal applies these rules any mark such fields a mandatory or nor depending in the prerequisites of the particular order.

ⓘ Contains Mandatory Information

Site A Primary Access

Address	8152 Glattbrugg Sägereistr. 35 (Customer Site)
CPE Model	Low Range
New Physical Access	Yes

Installation Firm

ⓘ Mandatory information missing

Add Installation Firm

Contact

ⓘ Mandatory information missing

Add Contact

House Owner

Add house owner details

17.8 Provide the house owner if network upgrade is required

A network upgrade usually involved digging work to lay a new cable to the building. Such activities require the permission of the house owner. After this release, there is an additional entry form to provide the contact information of the house owner. It is mandatory if the order involves a network upgrade.

Primary Access Site A House Owner

Company Name*	Real Estate Ltd. ✓	Additional Company Name	Facility Management ✓
First Name*	John ✓	Last Name*	Houseowner ✓
Phone Number*	0041 79 877 66 55 ✓	Email*	john.houseowner@real.estate ✓
Notes	Please arrange a site visit before 20th April 2019 ✓		



18 Release 3.2.0.9 (available from 7th January 2019)

18.1 My Address

You have now the possibility to store validated addresses within a request as "My Address". The portal then asks you to assign name to it. You can reuse such addresses later without entering the complete address again. You can search easily by the name you had previously assigned to that address.

18.1.1 Store a new address

Basically, any address can be stored as My Address. For a better overview, it is recommended to store only frequently reused addresses like PoPs or Data Centers.

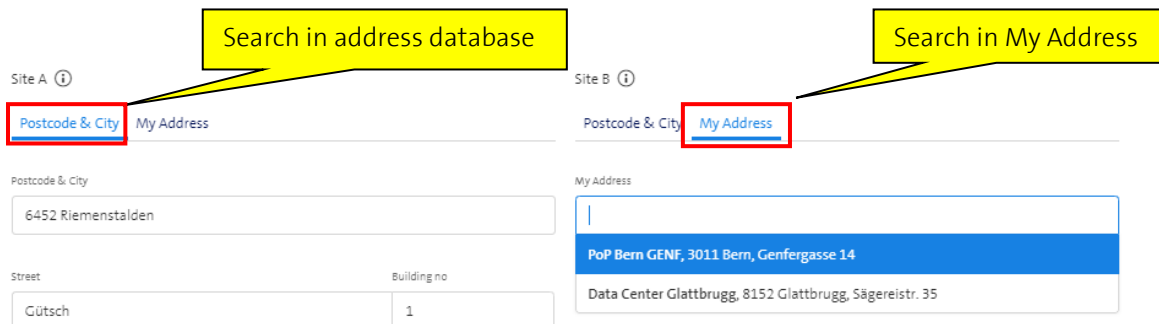
The screenshot shows two side-by-side address entry forms for 'Site A' and 'Site B'. Each form has tabs for 'Postcode & City' and 'My Address'. The 'Postcode & City' tab is active. Site A has '6452 Riemenstalden' as the postcode and 'Langrüti' as the street. Site B has '8152 Glattbrugg' as the postcode and 'Sägereistr.' as the street. Both forms have a 'Building no' field (1 for Site A, 35 for Site B) and an 'Object Name' field. Below each form is a question: 'Would you like to save this address in My Address?' with a 'Create' button. A yellow callout box points to the 'Create' button on Site B with the text 'Store the displayed address as My Address'.

A modal will be shown where you must assign a meaningful name to the address to be stored.

The screenshot shows a modal window titled 'Save entry in My Address' with a close button (X) in the top right. Inside the modal, there is a 'Title Address' field containing 'Data Center Glattbrugg' with a green checkmark on the right. Below this field, the address '8152 Glattbrugg, Sägereistr. 35' is displayed. At the bottom right of the modal is a blue 'Save' button.

18.1.2 Reuse a stored address in a request

When you create a new Request, you can search addresses alternatively in the general address database by selecting "Postcode & City" or in "My Addresses".



Site A ⓘ **Postcode & City** My Address

Site B ⓘ Postcode & City **My Address**

Postcode & City: 6452 Riemenstalden

Street: Güttsch Building no: 1

My Address: PoP Bern GENF, 3011 Bern, Genfergasse 14
Data Center Glattbrugg, 8152 Glattbrugg, Sägereistr. 35

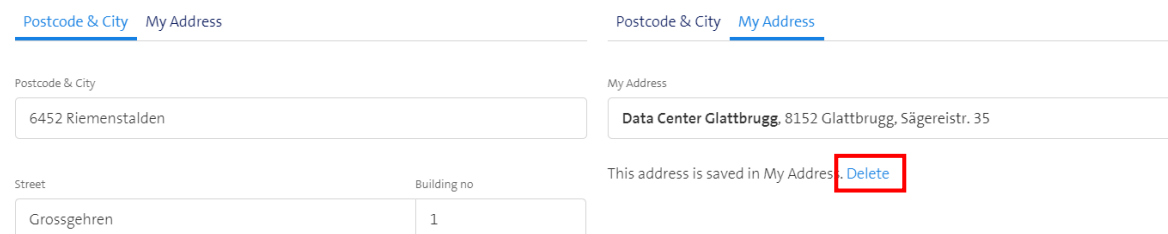
18.1.3 Display and remove stored addresses

You can list the stored addresses or delete addresses you do not need anymore.

 [Requests](#) [Offers](#) [Orders](#) [Installed Base](#) **My Address**

Title	Postcode & City	Address	Object Name	
PoP Bern GENF	3011 Bern	Genfergasse 14	-	Delete
Data Center Glattbrugg	8152 Glattbrugg	Sägereistr. 35	-	Delete

Moreover, you can also delete addresses within a request.



Postcode & City My Address

Postcode & City: 6452 Riemenstalden

Street: Grossgehren Building no: 1

Postcode & City My Address

My Address: **Data Center Glattbrugg**, 8152 Glattbrugg, Sägereistr. 35

This address is saved in My Address [Delete](#)

Are you sure to delete the following entry? ✕

Data Center Glattbrugg
8152 Glattbrugg
Sägereistr. 35

Yes, delete

Cancel

18.2 Improved user guidance within the Request work flow

18.2.1 Allowing more than one Request with identical addresses

In the following example, there already exists a Request for these two addresses. Now, a new Request is to be created for a different use case. This was not possible before Release 3.2.0.9

Status	Title	Requester	Site A Primary Access	Site B Primary Access	Site A Secondary Access	Site B Secondary Access	All Over ID	Expiry Date
Offered	Bank John Wayne	Combi 1 OWT E2E	5000 Aarau Bahnhofplatz 1 (Customer Site)	8005 Zürich Hardstr. 235 (PoP)	-	-	OWT-181220-0002	20.03.2019

Now, it is possible to create a new Request with a different title if the existing Request has any status but "Open".

Status	Title	Requester	Site A Primary Access	Site B Primary Access	Site A Secondary Access	Site B Secondary Access	All Over ID	Expiry Date	Options
Offered	Bank John Wayne	Combi 1 OWT E2E	5000 Aarau Bahnhofplatz 1 (Customer Site)	8005 Zürich Hardstr. 235 (PoP)	-	-	OWT-181220-0002	20.03.2019	1
Open	Bank Terence Hill	Combi 1 OWT E2E	5000 Aarau Bahnhofplatz 1 (Customer Site)	8005 Zürich Hardstr. 235 (PoP)	-	-	-	20.03.2019	1

On the other hand, if the existing Request is in the status "Open" and you try to create a new Request with identical addresses, the portal will guide you to the existing Request. For a particular address combination, only one request in the status "Open" is allowed, to avoid data duplication.

Site A Primary Access

Address: 5000 Aarau
Bahnhofplatz 1

Price zone: Top-City

CL5

Copper Fiber: Available
Fiber: Available with network upgrade

CES

Fiber: Available with network upgrade

CES Light

Copper Fiber: Available
Fiber: Not available

Site B Primary Access

Address: 8005 Zürich
Hardstr. 235

Price zone: Top-City

CL5

Copper Fiber: Available
Fiber: Available

CES

Fiber: Available

CES Light

Copper Fiber: Available
Fiber: Not available

Previous

This request already exists.
Go to Request

18.2.2 Adding additional options to a running Offer

In the following example, the prices of additional options to the Request "Bank John Wayne" are requested. There is already a running Offer related to this Request. As the process is already further ahead, modifications will not be done anymore in the Request but in the Offer.

When you display this Request, you will see a hint about how to proceed.

Request Bank John Wayne Offered

Site A Primary Access	5000 Aarau Bahnhofplatz 1 (Customer Site)	Secondary Access
Site B Primary Access	8005 Zürich Hardstr. 235 (PoP)	You haven't added any additional sites for Premium Platinum.

Link to the Offer related to this request

An offer already exists for this request. Please use the chat function to include additional options to this offer.

CES Access-EPL 3.3

Service Level Agreement	Subscription Period	Bandwidth	Fulfillment Priority	Monthly recurring charges excl. VAT	One time charges excl. VAT
Basic	12 Months	10 M	Normal	270.-	7'000.-

This link guides you to a chat window of the respective Offer from where you can send a plain text message to Swisscom.

Wholesale Portal

swisscom Requests Offers Orders Installed Base My Address

← Offer OWT-181220-0002

Offer OWT-181220-0002 Expiry Date:

Title: Bank John Wayne

Requester Combi 1 OWT E2E	Contact testLohclh@swisscom.com	Customer Notes -	Swisscom Note -
------------------------------	------------------------------------	---------------------	--------------------

Site A Primary Access	Site B Primary Access
Address 5000 Aarau Bahnhofplatz 1 (Customer Site)	Address
Price zone Top-City	Price zone
New Physical Access Yes	New Physical Access

21.12.2018 - 16:53

Hello, Which additional options do you wish?

Please offer additionally 100 Mbit/s with subscription period 24 and 36 months!

Send

Send a message to Swisscom

Thereafter, Swisscom will amend the Offer accordingly and send you the new Offer the same way as the initial one.

18.2.3 Changing a running Order

In the following example, a change of the running Order for the "Bank Clint Eastwood" is requested. As the process is already further ahead, modification will not be done anymore in the Request but in the Order.

When you display this Request, you will see a hint about how to proceed.

Request Bank Clint Eastwood Ordered

Site A Primary Access 5000 Aarau
Bahnhofstr. 1
(Customer Site)

Site B Primary Access 8005 Zürich
Hardstr. 235
(PoP)

Secondary Access

You haven't added any additional sites for Premium Platinum.

Link to the order related to this request

An order already exists for this request. Please use the chat function in the order detail page to customize it.

Service Level Agreement	Subscription Period	Bandwidth	Fulfillment Priority	Monthly recurring charges excl. VAT	One time charges excl. VAT
Basic	12 Months	10 M	Normal	270.-	7'000.-

This link guides you to a chat window of the respective Order from where you can send a plain text message to Swisscom.

Wholesale Portal

swisscom Requests Offers Orders Installed Base My Address

← Order OWT-181220-0003

Order OWT-181220-0003
CES Access-EPL 3.3

Basic

Order Date	20.12.2018
Expected Delivery	16.01.2019
Requester	Combi 1 OWT E2E
Requester Email	test.lochih@swisscom.com
Requester Phone	-
Order Responsible	-
Order Responsible Email	-
Billing Segment	-
Customer Reference No.	-

Ordered

CES Access-EPL 3.3
Carrier Ethernet Service - Access Ethernet Private Line - Point to Po

The order is currently in progress. You will receive the price agreement.

Service Level Agreement
Subscription Period
Bandwidth
Fulfillment Priority

Chat OWT-181220-0003

21.12.2018 - 17:03

Hello, how would you like to customize this order?

Please provide 100 Mbit/s instead of 50 Mbit/s and inform us about the new price

Send

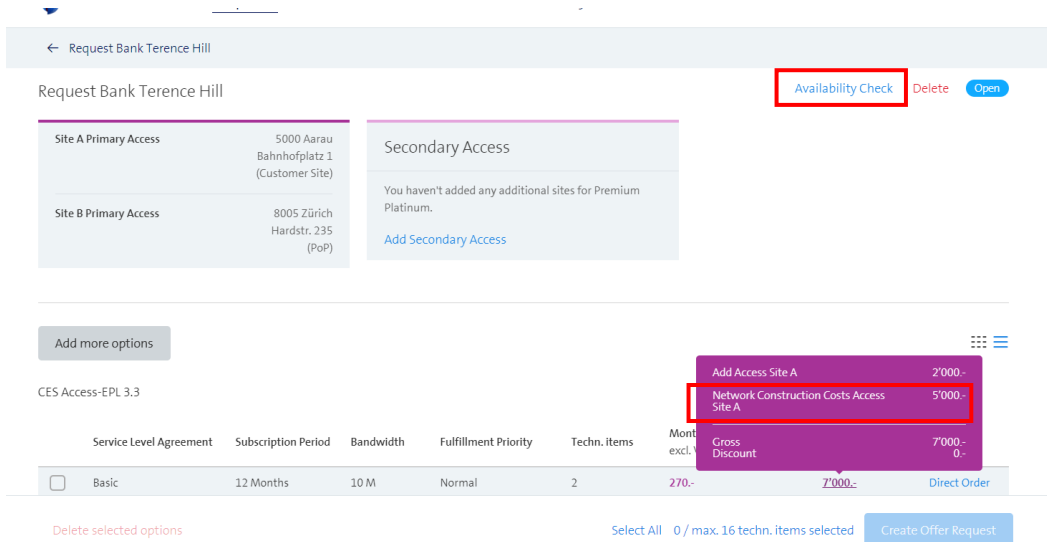
Send a message to Swisscom

If the change is technically feasible and if the Order is not too far ahead to be changed, Swisscom will modify the Order according to your Request.

18.2.4 Repeat availability check before Direct Order

Already before Release 3.2.0.7, you could order a Service directly based on a Request (i.e. Direct Order). However, the availability check, done some time before when creating the Request might be outdated in some cases. For example, a network upgrade may have taken places or the one available fibres may have been used for other purposes in the meantime.

You have now the possibility to verify if the availability is still the same or if it has been changed in the meantime.



Request Bank Terence Hill

Availability Check Delete Open

Site A Primary Access 5000 Aarau Bahnhofplatz 1 (Customer Site)

Site B Primary Access 8005 Zürich Hardstr. 235 (PoP)

Secondary Access

You haven't added any additional sites for Premium Platinum.

Add Secondary Access

Add more options

CES Access-EPL 3.3

Service Level Agreement	Subscription Period	Bandwidth	Fulfillment Priority	Techn. items	Month excl.	Price	Direct Order
<input type="checkbox"/> Basic	12 Months	10 M	Normal	2	270.-	7'000.-	Direct Order

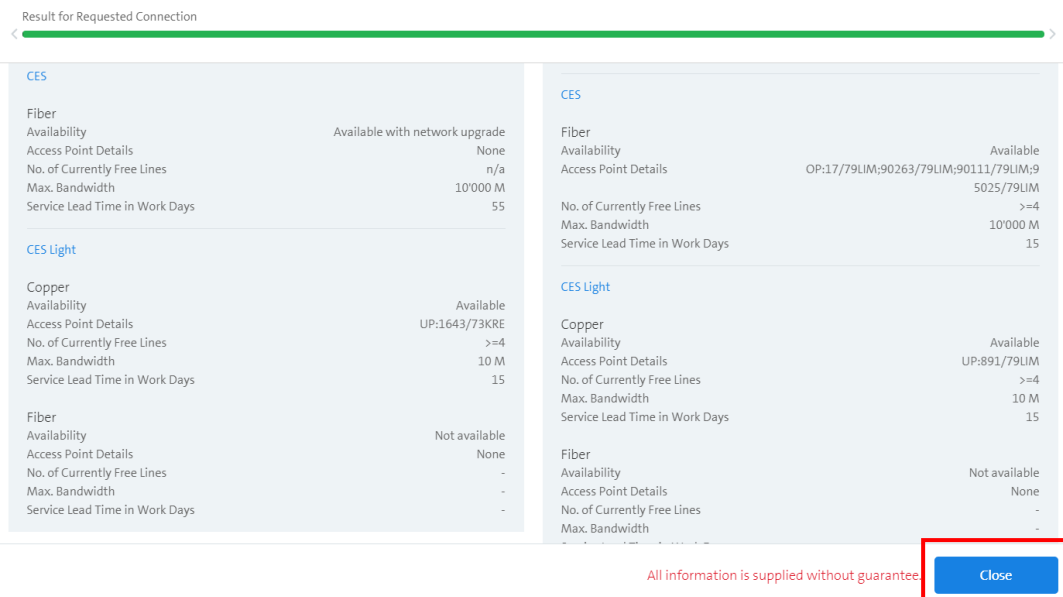
Delete selected options Select All 0 / max. 16 techn. items selected Create Offer Request

Add Access Site A 2'000.-

Network Construction Costs Access Site A 5'000.-

Gross Discount 7'000.- 0.-

After the availability check, you will see all availability information again including the service delivery time.



Result for Requested Connection

Service	Availability	Access Point Details	No. of Currently Free Lines	Max. Bandwidth	Service Lead Time in Work Days
CES Fiber	Available with network upgrade	None	n/a	10'000 M	55
CES Light	Available	UP:1643/73KRE	>=4	10 M	15
Copper	Available	UP:891/79LIM	>=4	10 M	15
Fiber	Not available	None	-	-	-

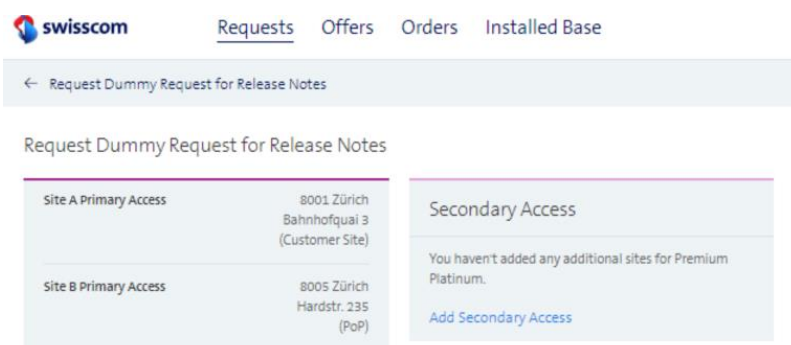
All information is supplied without guarantee. Close

19 Release 3.2.0.7 (available from 15th November 2018)

19.1 Improved labelling of some menu buttons

Some labellings of menu buttons to add options to a request have been improved. For an improved user guidance, the labelling is now different, either if the first option or subsequent options are to be added to a request.

Before this Release



swisscom Requests Offers Orders Installed Base

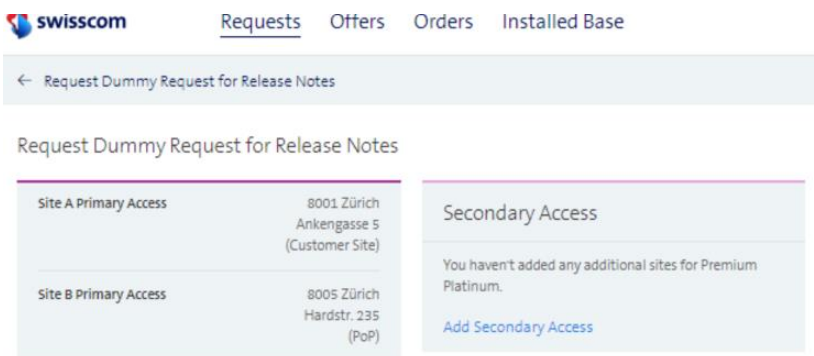
← Request Dummy Request for Release Notes

Request Dummy Request for Release Notes

Site A Primary Access	8001 Zürich Bahnhofquai 3 (Customer Site)	Secondary Access You haven't added any additional sites for Premium Platinum. Add Secondary Access
Site B Primary Access	8005 Zürich Hardstr. 235 (PoP)	

[Add options](#)

After this Release (no option has been added yet)



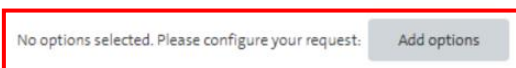
swisscom Requests Offers Orders Installed Base

← Request Dummy Request for Release Notes

Request Dummy Request for Release Notes

Site A Primary Access	8001 Zürich Ankengasse 5 (Customer Site)	Secondary Access You haven't added any additional sites for Premium Platinum. Add Secondary Access
Site B Primary Access	8005 Zürich Hardstr. 235 (PoP)	

[Add options](#)



No options selected. Please configure your request: [Add options](#)

After this release (one or more options have previously been added)



[Add more options](#)

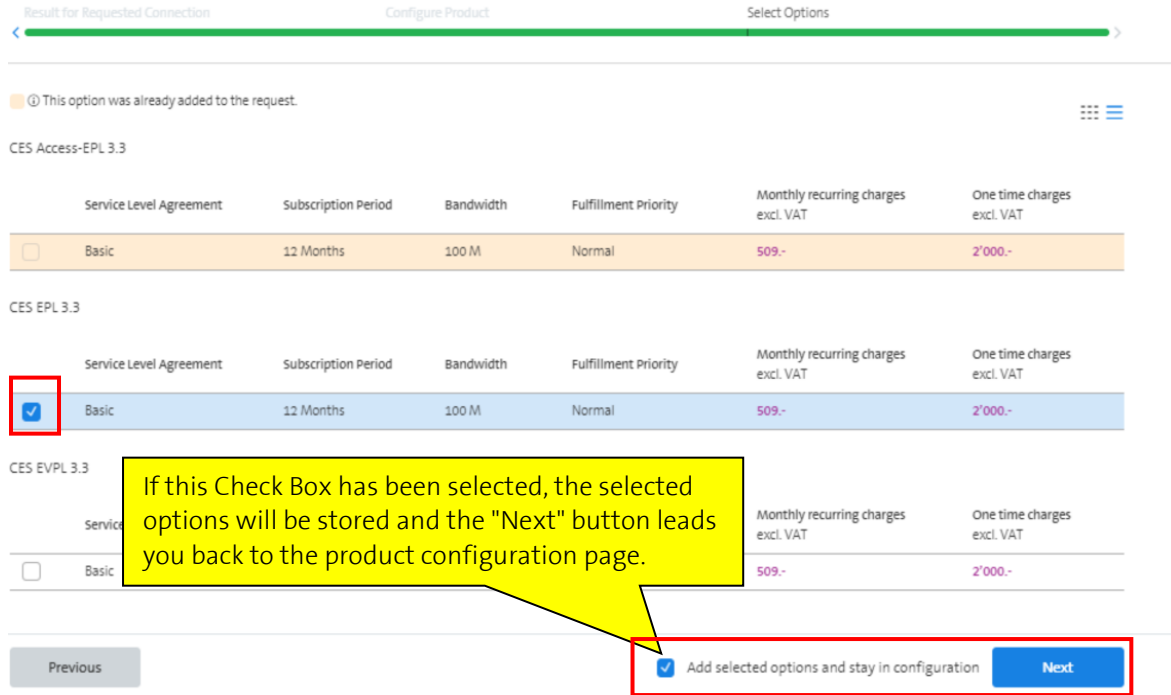
☰

CES Access-EPL 3.3

	Service Level Agreement	Subscription Period	Bandwidth	Fulfillment Priority	Techn. Items	Monthly recurring charges excl. VAT	One time charges excl. VAT	
<input type="checkbox"/>	Basic	12 Months	100 M	Normal	2	509.-	2'000.-	Direct Order

As before, you can add several options to a request. For an improved user guidance, the labellings of the related menu buttons have been improved.

Case 1: You want to save one or more of the displayed options and thereafter request another option



Result for Requested Connection Configure Product Select Options

This option was already added to the request.

CES Access-EPL 3.3

Service Level Agreement	Subscription Period	Bandwidth	Fulfillment Priority	Monthly recurring charges excl. VAT	One time charges excl. VAT
<input type="checkbox"/> Basic	12 Months	100 M	Normal	509.-	2'000.-

CES EPL 3.3

Service Level Agreement	Subscription Period	Bandwidth	Fulfillment Priority	Monthly recurring charges excl. VAT	One time charges excl. VAT
<input checked="" type="checkbox"/> Basic	12 Months	100 M	Normal	509.-	2'000.-

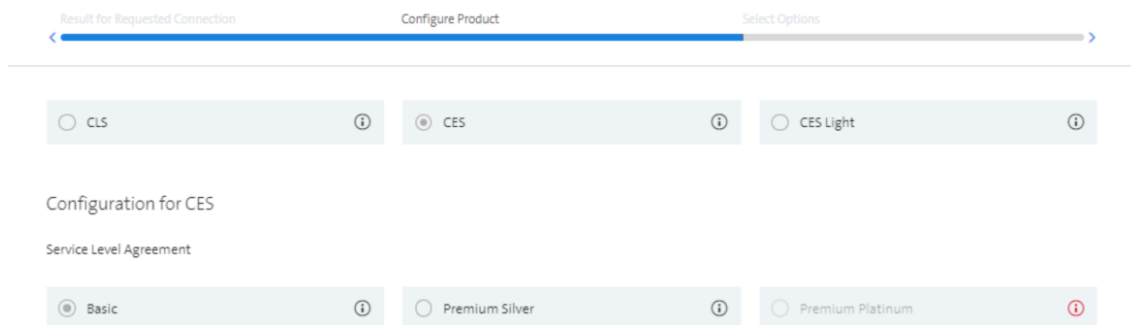
CES EVPL 3.3

Service Level Agreement	Subscription Period	Bandwidth	Fulfillment Priority	Monthly recurring charges excl. VAT	One time charges excl. VAT
<input type="checkbox"/> Basic				509.-	2'000.-

Previous Add selected options and stay in configuration Next

If this Check Box has been selected, the selected options will be stored and the "Next" button leads you back to the product configuration page.

Next, you can configure additional options and proceed like before.



Result for Requested Connection Configure Product Select Options

CLS CES CES Light

Configuration for CES

Service Level Agreement

Basic Premium Silver Premium Platinum

Case 2: You want to save one or more of the displayed options but request no further options

Result for Requested Connection Configure Product Select Options

CES Access-EPL 3.3

Service Level Agreement	Subscription Period	Bandwidth	Fulfillment Priority	Monthly recurring charges excl. VAT	One time charges excl. VAT
<input type="checkbox"/> Basic	12 Months	300 M	Normal	649.-	2'000.-

CES EPL 3.3

Service Level Agreement	Subscription Period	Bandwidth	Fulfillment Priority	Monthly recurring charges excl. VAT	One time charges excl. VAT
<input checked="" type="checkbox"/> Basic	12 Months	300 M	Normal	649.-	2'000.-

CES EPL 3.3

Service Level Agreement	Subscription Period	Bandwidth	Fulfillment Priority	Monthly recurring charges excl. VAT	One time charges excl. VAT
<input type="checkbox"/> Basic	12 Months	300 M	Normal	649.-	2'000.-

Previous Add selected options and stay in configuration Save Options

If this Check Box has **not** been selected, the selected options will be stored and the "Next" button leads you back to overview page of this request

The stored options can be displayed as list or as cards.

swisscom Requests Offers Orders Installed Base

← Request Dummy Request for Release Notes

Add more options

Display as a list or as Cards

CES EPL 3.3

Service Level Agreement	Subscription Period	Bandwidth	Fulfillment Priority	Techn. Items	Monthly recurring charges excl. VAT	One time charges excl. VAT	
<input type="checkbox"/> Basic	12 Months	300 M	Normal	2	649.-	2'000.-	Direct Order
<input type="checkbox"/> Basic	12 Months	100 M	Normal	2	509.-	2'000.-	Direct Order

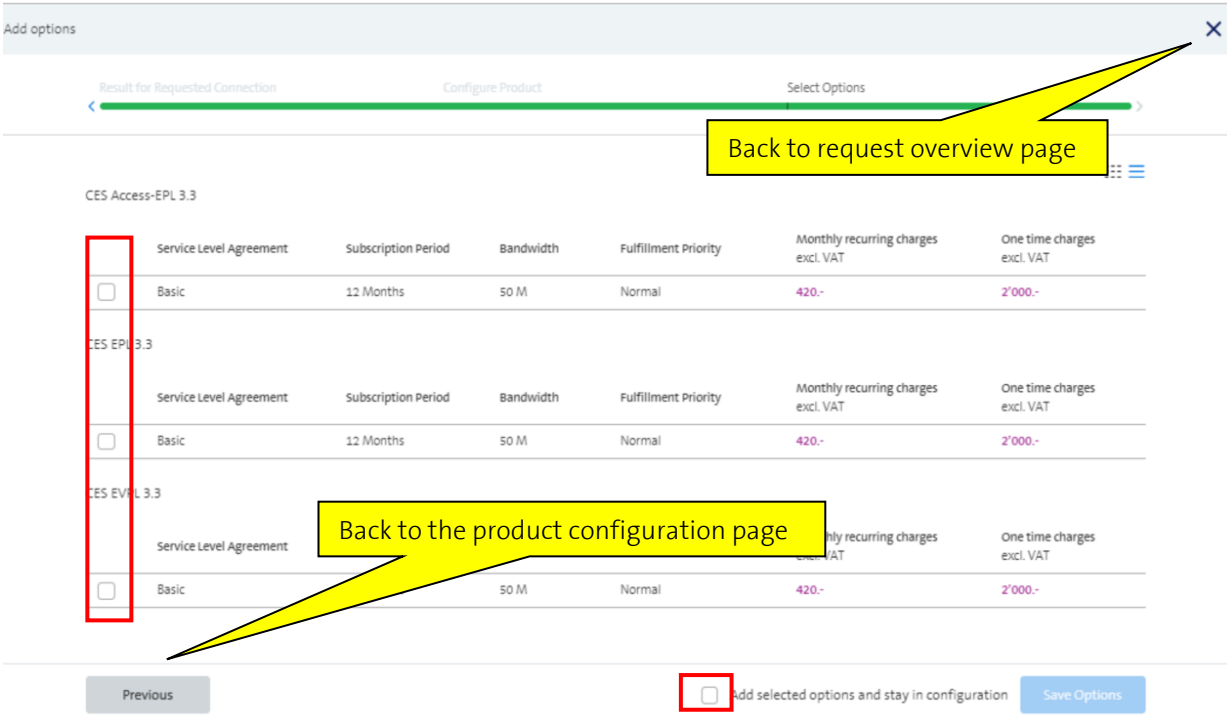
CES Access-EPL 3.3

Service Level Agreement	Subscription Period	Bandwidth	Fulfillment Priority	Techn. Items	Monthly recurring charges excl. VAT	One time charges excl. VAT	
<input type="checkbox"/> Basic	12 Months	100 M	Normal	2	509.-	2'000.-	Direct Order

Delete selected options Select All 0 / max. 16 techn. items selected Create Offer Request

Case 3: You do not want to save any of the displayed options

If no check box has been selected, you can either jump back to the request overview or back to the product configuration page.



The screenshot shows a web interface titled "Add options" with a progress bar at the top indicating three steps: "Result for Requested Connection", "Configure Product", and "Select Options". The "Select Options" step is currently active. Below the progress bar, there are three sections of options, each with a red box highlighting the selection checkboxes:

- CES Access-EPL 3.3**: A table with columns for Service Level Agreement, Subscription Period, Bandwidth, Fulfillment Priority, Monthly recurring charges excl. VAT, and One time charges excl. VAT. The "Basic" option is selected.
- CES EPL 3.3**: A table with the same columns as above. The "Basic" option is selected.
- CES EV L 3.3**: A table with the same columns as above. The "Basic" option is selected.

At the bottom of the interface, there are three buttons: "Previous", a checkbox labeled "add selected options and stay in configuration", and "Save Options".

Two yellow callout boxes provide navigation instructions:

- "Back to request overview page" points to the top right corner of the interface.
- "Back to the product configuration page" points to the "Previous" button.

19.2 Solved bug when adding of CLS Platinum options to a request

If you wanted to add a CLS Platinum option to a request, you received an error message. This issue is solved now. You may now add any option of the standard Data Services product portfolio of Swisscom Wholesale.

19.3 New Feature "Direct Order"

Before the release, only orders based on a specific Offer was possible.

Now, you have the additional possibility to order Data Services with the SLAs Basic, Basic Light, Premium Silver and Silver Light directly without requesting an Offer first.

Add more options ☰

CES EPL 3.3

	Service Level Agreement	Subscription Period	Bandwidth	Fulfillment Priority	Techn. items	Monthly recurring charges excl. VAT	One time charges excl. VAT	
<input type="checkbox"/>	Basic	12 Months	300 M	Normal	2	649.-	2'000.-	Direct Order
<input type="checkbox"/>	Basic	12 Months	100 M	Normal	2	509.-	2'000.-	Direct Order

Note: A yellow callout box points to the "Direct Order" button in the first row, and a red box highlights the button itself.

After clicking on the menu button "Direct Order", you will see the same order entry page as you know already from the order based on Offer.

swisscom [Requests](#) [Offers](#) [Orders](#) [Installed Base](#) 🔔

← Direct Order Dummy Request for Release Notes

Direct Order Dummy Request for Release Notes Open

CES EPL 3.3

Basic	Ordered																				
<p>Title Dummy Request for Release Notes</p> <p>Expected Delivery -</p> <p>Requester Combi 1 OWT E2E</p> <p>Requester Email test.ohcjh@swisscom.com</p> <p>Requester Phone -</p> <p>Billing Segment -</p> <p>Customer Reference No. -</p> <p>Customer Notes -</p> <p style="text-align: center;">Edit</p>	<p>CES EPL 3.3 Carrier Ethernet Service - Ethernet Private Line - Point to Point</p> <p>Service Level Agreement Basic Subscription Period 12 Months Bandwidth 300 M Fulfillment Priority Normal</p> <p>Monthly recurring charges in CHF</p> <table border="1"> <tr><td>Base</td><td>609.-</td></tr> <tr><td>CPE Lease</td><td>40.-</td></tr> <tr><td>Gross</td><td>649.-</td></tr> <tr><td>Discount</td><td>0.-</td></tr> <tr><td>Monthly recurring charges</td><td>649.-</td></tr> <tr><td colspan="2" style="text-align: right;">excl. VAT</td></tr> </table> <p>One time charges in CHF</p> <table border="1"> <tr><td>Add Access Site A</td><td>2'000.-</td></tr> <tr><td>Gross</td><td>2'000.-</td></tr> <tr><td>Discount</td><td>0.-</td></tr> <tr><td>One time charges</td><td>2'000.-</td></tr> </table>	Base	609.-	CPE Lease	40.-	Gross	649.-	Discount	0.-	Monthly recurring charges	649.-	excl. VAT		Add Access Site A	2'000.-	Gross	2'000.-	Discount	0.-	One time charges	2'000.-
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Gross	2'000.-																				
Discount	0.-																				
One time charges	2'000.-																				

Documents



[Upload Document\(s\)](#)

[Send Order](#)

The next steps are the same ones as in the Offer-based order.

The button "Send Order" will only be highlighted after the mandatory information has been entered.

Wholesale Portal Abmelden

 [Preisabfrage](#) [Offerten](#) [Bestellungen](#) [Installierte Basis](#) 

← Offerte OWT-180713-0006

Offerte OWT-180713-0006 Bestätigt

CLS Basic 2.3

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td colspan="2">Test CLS</td></tr> <tr><td colspan="2">Notizen Test CLS</td></tr> <tr><td>Antragssteller</td><td>alle Rollen OWT E2E</td></tr> <tr><td>Besteller Email</td><td>test.ohcih@swisscom.com</td></tr> <tr><td>Erstelldatum</td><td>13.07.2018</td></tr> <tr><td>Ablaufdatum</td><td>14.10.2018</td></tr> </table>	Test CLS		Notizen Test CLS		Antragssteller	alle Rollen OWT E2E	Besteller Email	test.ohcih@swisscom.com	Erstelldatum	13.07.2018	Ablaufdatum	14.10.2018	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Service Level Agreement</td><td>Basic</td></tr> <tr><td>Bandbreite</td><td>10M</td></tr> <tr><td>Mindestvertragsdauer</td><td>36 Monate</td></tr> <tr><td>Priorität Bereitstellung</td><td>Express</td></tr> </table>	Service Level Agreement	Basic	Bandbreite	10M	Mindestvertragsdauer	36 Monate	Priorität Bereitstellung	Express
Test CLS																					
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Ablehnen
Vorstufe Bestellung