

By	INI-CWS-CS-BEW
Date	19.11.2025
Subject	Release Notes Wholesale Portal

To	CWS Customers
Copy to	

New Wholesale Portal features available from 19th November 2025

We are continuously working to enhance the Wholesale Portal based on customer feedback and operational insights. These improvements are carried out in regular, iterative sprints specifically designed to optimize your user experience.

This document provides an overview of the key changes introduced in the latest release of the Wholesale Portal. For clarity, we primarily highlight changes in functionality, while self-explanatory display improvements are generally not mentioned separately.

We update this documentation with each new release to ensure you always have access to the latest information. Details of the current release can be found in Chapter 1, while information on previous releases is listed chronologically in the following chapters.

We welcome your feedback and suggestions for improvements. Should you have any questions or comments, your contacts at Swisscom Wholesale are readily available to assist you.

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.

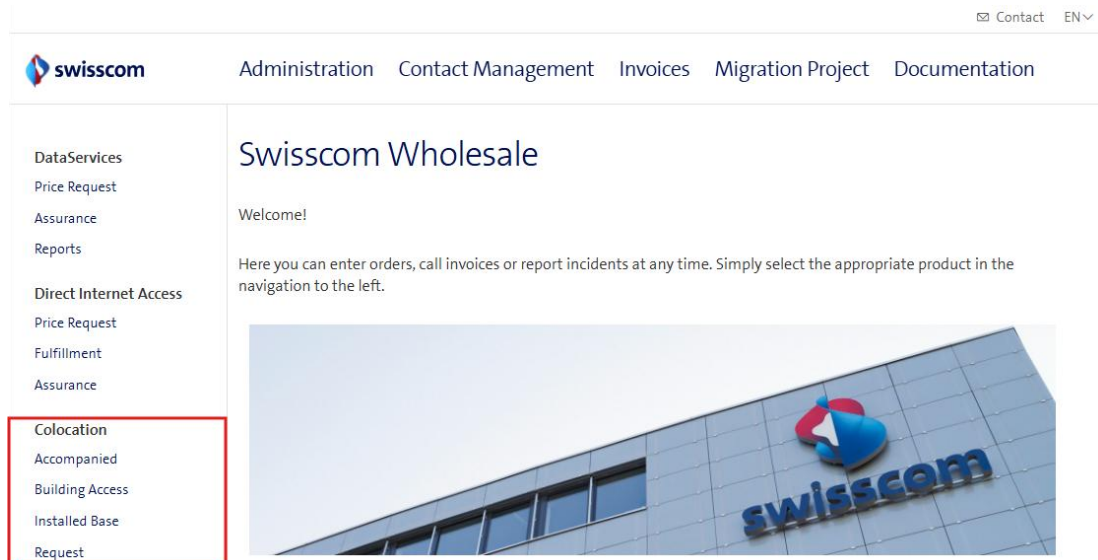
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1 November 25 Release (available from 19.11.2025)










1.1 Colocation

With the November release, requests for area and building infrastructure can now be submitted via the portal. The individual requests and the installed base (existing locations) can be seen under Colocation.



1.1.1 Requests

Here you can see the individual requests. For further details, each request can also be clicked on individually.

swisscom Colocation Accompanied Badge, Key & Accreditation									
<div> <div>Requests</div> <div>Installed base</div> </div>									
Search for Product Label, Customer Site ID, Request ID, Street, ZIP or City									
<div> <div>Products</div> <div>Request Type</div> <div>Status</div> <div>Entry from</div> <div>Entry to</div> <div>Clear All</div> </div>									
Group table									
Title	Request ID	Request Type	Status	Product Label	Product	Address	Entry Date	Close Date	
 [Redacted]	[Redacted]	Modification	Feasibility in Progress	790DUZU	Colocation KOL	Zürichstr. 129, 8600 Dübendorf	21.08.2025	-	
 [Redacted]	[Redacted]	Modification	Order Completed	790DUZU	Colocation KOL	Zürichstr. 129, 8600 Dübendorf	21.08.2025	21.08.2025	
 [Redacted]	[Redacted]	Modification	Order Completed	790DUZU	Colocation KOL	Zürichstr. 129, 8600 Dübendorf	21.08.2025	21.08.2025	
 [Redacted]	[Redacted]	Modification	Order Completed	790DUZU	Colocation KOL	Zürichstr. 129, 8600 Dübendorf	20.08.2025	21.08.2025	
 [Redacted]	[Redacted]	New Request	Feasibility Request submitted	660GUAR	Generic	Jassetta 91, 7545 Guarda	19.08.2025	-	
 [Redacted]	[Redacted]	New Request	Feasibility Request submitted	640VSN	Generic	Bernstr. 25, 3421 Lyssach	15.08.2025	-	
 [Redacted]	[Redacted]	Modification	Order Cancelled	740UBFW	Colocation KOL	Klausenstr. 31, 8751 Umerboden	14.08.2025	-	
 [Redacted]	[Redacted]	New Request	Order Completed	740UBFW	Colocation KOL	Klausenstr. 31, 8751 Umerboden	14.08.2025	14.08.2025	
 [Redacted]	[Redacted]	Modification	Order Completed	740UBFW	Colocation KOL	Klausenstr. 31, 8751 Umerboden	14.08.2025	14.08.2025	

[Download list \(CSV\)](#)
[Request new colocation](#)

1.1.2 Installed base

The existing locations are shown here. For further details, each existing location can also be clicked on individually. A change or cancellation can then be entered from the detailed view of a location.

Colocation

Accompanied

Badge, Key & Accreditation

Requests

Installed base

Search for Product Label, Street, ZIP or City

Products

Clear All

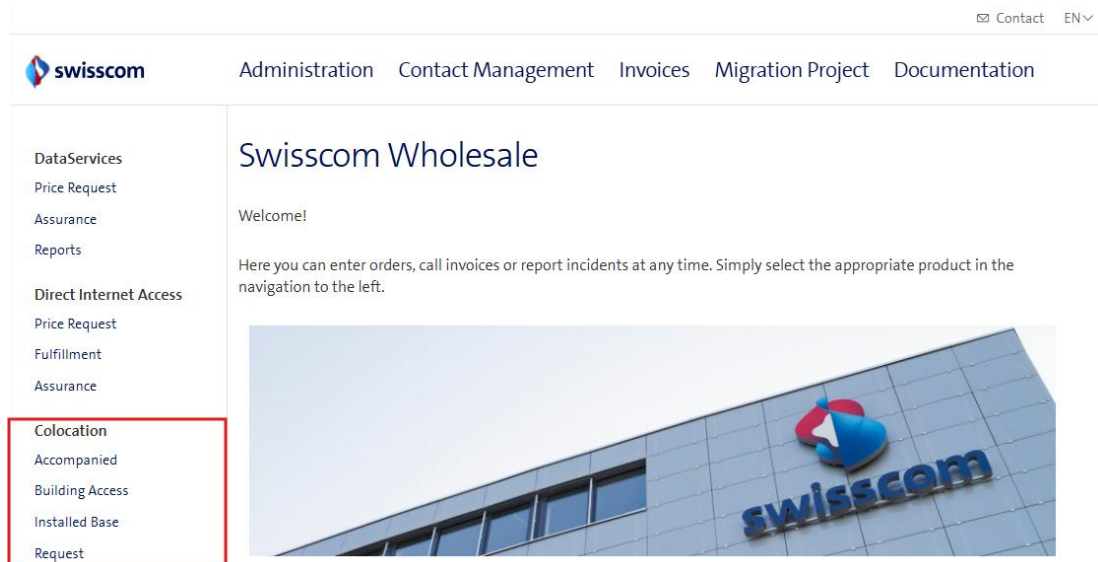
Product Label	Product	Access Net	Address	Room	Access Method	Activation Date	Situation Map
620ALL	Colocation F&G	-	Baslerstr. 103A, 4123 Allschwil	-	-	27.09.2023	
630CHO	Colocation F&G	CHO	via Dante Alighieri 27, 6830 Chiasso	EG, EG, 005 (PF51)	Badge	23.01.2023	Map
630MEN	Colocation F&G	MEN	via Beroldingen 20, 6850 Mendrisio	1.UG, 1.UG, U020 (PF51)	Badge	23.01.2023	Map
630PAR	Colocation F&G	-	via Calprino 8, 6900 Paradiso	-	-	19.12.2023	
640WEH	Colocation F&G	WEH	Rosenweg 32 -, 3007 Bern	1.UG, 1.UG, U107 (PF51)	Badge	12.04.2022	Map
650GUR	Colocation F&G	GUR	Falkenstr. 35A -, 2502 Biel/Bienne	1.UG, 1.UG, U105 (PF51)	Badge	12.04.2022	Map
660BAR	Colocation F&G	BAR	Fläschstr. 8 -, 7310 Bad Ragaz	1.UG, 1.UG, U109 (PF52)	Badge	12.04.2022	Map
660BON	Colocation F&G	BON	Via Campagna 7, 7402 Bonaduz	1.UG, 1.UG, U102 (PF51)	Badge	24.11.2023	Map
660BUC	Colocation F&G	BUC	Fichtenweg 8 -, 9470 Buchs SG	1.OG, 1.OG, 103 (PF51)	Badge	12.04.2022	Map
660RHE	Colocation F&G	RHE	Ringstr. 92 -, 7000 Chur	1.UG, 1.UG, U102 (PF52)	Badge+Key (13344)	12.04.2022	Map
690PLL	Colocation F&G	PLL	ch. des Bossons 2 -, 1018 Lausanne	EG, EG, 003 (PF51) (H-0003)	Badge	12.04.2022	Map
690SAL	Colocation F&G	SAL	ch. de Chantemerle 15 -, 1010 Lausanne	EG, EG, 003a (PF51)	Badge+Key (13344)	12.04.2022	Map

[Download list \(CSV\)](#)

[Download list \(CSV\)](#)

1.1.3 Accompanied

The feature scope for Accompanied Access has been aligned with existing products.



On the overview page, all accompanied access from the past two years are displayed.

You can search for accompanied accesses using the search function or filter function. Clicking on the button "Request accompanied access" initiates the ordering process.


<div> <div>Search for Customer Reference, Product Label, Street, ZIP or City</div> <div> <div>Products</div> <div>Status</div> <div>Entry from</div> <div>Entry to</div> <div>Clear All</div> <div>Group table</div> </div> </div>									
Customer Reference	Status	Product Label	Date & Time	Address	Room	Incident ID	Entry Date	Close Date	
Portal 2026	Closed	620B5G	25.10.2025 - 09:00 25.10.2025 - 11:00	Grosspeterstr. 20, 4052 Basel	2.U/G; 2.U/G, U285 TH (FS1) (H-0005)	INC000013890999	23.10.2025 - 17:25	23.10.2025 - 17:42	
Presentation 2	Closed	620B5G	03.07.2025 - 12:00 03.07.2025 - 14:00	Grosspeterstr. 20, 4052 Basel	2.U/G; 2.U/G, U285 TH (FS1) (H-0005)	INC000013622193	01.07.2025 - 08:53	01.07.2025 - 08:56	
Presentation 1	Closed	620HAP	14.06.2025 - 12:00 14.06.2025 - 14:00	Gerbergasse 13, 4001 Basel	1.U/G; 1.U/G, U145 (PS) (H-0010)	INC000013577134	11.06.2025 - 13:36	11.06.2025 - 13:51	
There are no more accompanied to load.									
<div> Download list (CSV) Request accompanied access </div>									

For training documents: [request training documents colocation](#)

1.2 DIA Price Request Storage

Price Requests can now also be saved and later be used for ordering the service. One price request may also contain more than 1 variants with different product configurations. At the time of ordering, only 1 variant can be selected.

Wholesale Portal > Direct Internet Access >
Logout


[Price Request](#)
[Orders](#)
[Installed Base](#)
[Assurance](#)

Search

[Clear All](#)
Group table
Menu

Title	Status	Requester	Address	Order ID	Expiry Date	^	Variants
Test customer reference	Open	alle Rollen OWT E2E	1205 Genève rue SAUTTER 11	-	15.02.2026		1

Price Request Information

Customer Reference

TEST

DIA Installation

Bahnstr. 84
3008 Bern

Configuration

SUA	Subscription Period	Bandwidth	CPE Configuration & Fix IP
Basic Light	12 months	10/10 Mbit/s	Standard NAT

Monthly recurring charges in CHF
50.-
excl. VAT

One time charges in CHF
700.-
excl. VAT

ⓘ Service Lead Time
Service Lead Time on Fiber Technology: 2 - 23 working days

Price Request Title

Title*
✓

Export PDF
Export CSV

< Price Request

Price Request DIA Price Request Bern

Delete

Open

DIA Installation

Bahnstr. 84

3008 Bern



Direct Internet Access 1.0

	Customer Reference	Service Level Agreement	Bandwidth	CPE Configuration & Fix IP	Subscription Period	Onsite Installation	Site Survey	Monthly recurring charges excl. VAT	One time charges excl. VAT
<input checked="" type="checkbox"/>	TEST	Basic Light	10M	Standard NAT	12 Months	<input checked="" type="checkbox"/>	<input type="checkbox"/>	50.-	700.-

Delete selected variants Add variant

Select All 1 / max. 16 techn. items selected

Order selected variant

1.3 Data Offering improvements

The user interface for price and quote requests has been optimized to enhance user-friendliness and efficiency. Clicks and pages have been reduced for a faster and more convenient quote requests.

Abfrage Test-Request Verfügbarkeit prüfen Löschen Offen

Standort A Endweg 3008 Bern Bahnstr. 84 (Customer Site)	Zweitwegerschliessung Sie haben keine zusätzlichen Standorte für Premium Platinum hinzugefügt. Zweitweg hinzufügen
Standort B Endweg 3008 Bern Bahnstr. 105 (PUP)	

Möchten Sie Ihre Produkte vor konfigurieren oder bestehende Konfigurationen ändern, so wenden Sie sich bitte an accountteam.wholesale@swisscom.com.

[P2P single](#) [Test CES Lgt BW P2P](#)

Weitere individuelle Optionen hinzufügen

☐ CUS ☒ CES ☐ CES light

Service Level Agreement

☒ Basic ☐ Premium Silver ☐ Premium Platinum ☐ Premium Platinum light

Priorität Bereitstellung

☒ Normal ☐ Express

Mindestvertragsdauer & Bandbreite

Mindestvertragsdauer in Monaten: 12 24 36 48 60
 Bandbreite:

CES spezifische Optionen

[Ausgewählte Optionen löschen](#) [Alle auswählen](#) 0 / max. 18 techn. Elementen ausgewählt [Verbindliche Offerte anfragen](#)

1.4 Data Termination orders with remark and document

With the termination orders, now there is a possibility to provide any specific comments in the “Notes” attribute and if any termination related document is required, this can also be communicated to Swisscom using the “Upload Document(s)” link.

This functionality is now available for CES, CLS and DIA termination orders.


Termination

Requester information		Termination date
First Name*	Last Name*	Termination date*
alle Rollen ✓	OWT E2E ✓	<input type="text"/> ✓
Phone Number*		① An early termination fee might apply if you are terminating the contract before the end of the subscription period.
e.g. 0041 79 123 45 67		Notes
Email* ⓘ		<input type="text"/>
test.ohcih@swisscom.com ✓		<div>Upload Document(s)</div>


2 October 25 Release (available from 22.10.2025)

2.1 VoIP Interkonnektion Assurance

With the October release, new assurance requests for VoIP Interconnection can now be submitted via the portal.


swisscom

Assurance

Suche nach "Kundenreferenz" "Incident Cluster" "Rufnummer(n)" or "Incident ID"
 

Status
 Erstellt von
 Erstellt bis
 [Alle löschen](#)
Tabelle gruppieren


Incident ID	Incident Cluster	Rufnummer(n)	Status	Start & Ende	Kundenreferenz
INC000013187069	Kein Klingelton	+4152 +4152	In Bearbeitung	22.09.2025 - 07:52 -	Test11_22092025
INC000013187047	Teilnehmer nicht erreichbar	+4152 +4179	Zugeteilt	18.09.2025 - 11:27 -	Test1_18092025
INC000013186983	Teilnehmer nicht erreichbar	052 052	In Bearbeitung	22.09.2025 - 14:50 -	VoIP2_22092025
INC000013186957	Kein Klingelton	+4152 +4152	Geschlossen	18.09.2025 - 15:12 18.09.2025 - 15:24	Test5_18092025
INC000013186705	Kein Klingelton	+4152 +4152	Pendent	19.09.2025 - 11:33 -	Test8_19092025
INC000013186700	Teilnehmer nicht erreichbar	052 052	Geschlossen	18.09.2025 - 16:34 18.09.2025 - 16:53	Test6_18092025
INC000013186487	Kein Klingelton	052 076	Geschlossen	10.09.2025 - 14:56 11.09.2025 - 17:22	2345 Test_

Es wurden alle Störungen geladen.


Im Störfall bitte ein Ticket (Störung melden) eröffnen. Für Meldungen zu geplanten Arbeiten wenden Sie sich bitte schriftlich an [Service Assurance Wholesale](#)
Störung melden
Export CSV

2.2 MVNO Assurance

With the October release, new assurance requests for MVNO can now be submitted via the portal.


swisscom

Assurance

Suche nach "Kundenreferenz" "Incident Cluster" "Rufnummer(n)" or "Incident ID"
 

Status
 Erstellt von
 Erstellt bis
 [Alle löschen](#)
Tabelle gruppieren

Incident ID	Incident Cluster	Rufnummer(n)	Status	Start & Ende	Kundenreferenz
INC000013187046	SIGNALLING	0791 0791	Geschlossen	18.09.2025 - 10:45 18.09.2025 - 10:46	123456test5
INC000013186974	SIGNALLING	0797 0763	In Bearbeitung	22.09.2025 - 07:51 -	Test10_22092025
INC000013186966	SIGNALLING	0791 0797	Pendent	19.09.2025 - 11:30 -	Test7_19092025
INC000013186701	SIGNALLING	+417 0763	Zugeteilt	18.09.2025 - 16:36 -	Test6_18092025
INC000013186698	SIGNALLING	0796 0796	Zugeteilt	18.09.2025 - 10:30 -	123456test4
INC000013186693	SIGNALLING	Test1 Test2	Geschlossen	17.09.2025 - 15:44 18.09.2025 - 10:05	Test_Pradeep
INC000013186604	SIGNALLING	Test1 Test2	Geschlossen	12.09.2025 - 17:54 18.09.2025 - 10:42	Test
INC000013186482	SMS	0523 0763	Geschlossen	10.09.2025 - 13:03 11.09.2025 - 17:35	234 Test_Adrian

Im Störfall bitte ein Ticket (Störung melden) eröffnen. Für Meldungen zu geplanten Arbeiten wenden Sie sich bitte schriftlich an [Service Assurance Wholesale](#)
Störung melden
Export CSV

2.3 DIA Router Management

For DIA customers, we have introduced a new feature that enables remote configuration changes to be made to the Centro Business. To use this feature, the user needs a special permission called 'dia_asr_router_manager,' which must be assigned by your portal administrator.

After selecting the Installed Base and then the Service, the user will navigate to the overview page where the feature can be activated.

Wholesale Portal > Direct Internet Access > [Redacted]

Abmelden

swisscom Preisabfrage Aufträge Installierte Basis Assurance

< Installierte Basis Liste

DIA: [Redacted] Kündigen Aktiv

Adresse	3097 Liebefeld Waldeggstr. 51
---------	----------------------------------

Konfiguration [Konfiguration ändern](#)

SLA Basic Light	Laufzeit 12 Monate	Bandbreite 10/10 Mbit/s	CPE Konfiguration & Fixe IP IP-Passthrough : 1
Monatliche Preise in CHF			[Redacted] exkl. MwSt
Einmalige Preise in CHF			[Redacted] exkl. MwSt

Fixe IP Adressen

Details of IPv4 Adressen

Ihr aktueller IP-Adressbereich: [Redacted]

Details zu IPv6 Adressen

Adressbereich: [Redacted]

Remote Funktionen ▼

config-report-DIA: [Redacted]	Download
Pairing Typ	-
Pairing Datum	-
Kundenreferenz	- Bearbeiten
Technologie	Glas
OTO ID	B [Redacted]
Plug Nr	2
Aktiv seit	10.03.2020
NSN	-
UPK	-
Access ID	ACO [Redacted]
MAC Adresse	-

Please note the following conditions for using this feature:

- The 'dia_asr_router_manager' permission should only be granted to employees who have the necessary expertise to make configuration changes to the CPE.
- Swisscom assumes no responsibility for issues caused by configuration changes to the Centro Business.
- If a configuration change causes problems for the DIA-Service and an incident ticket is assigned to resolve it, Swisscom will reset the configuration of the Centro Business to the standard settings.

The following remote functions are available:

- Initiate router reboot
- Initiate WAN reset
- Initiate router reset
- Router configuration GUI for:
 - Firewall adjustments
 - Diagnostic functions, e.g. tracerout

2.4 CES/CLS Price inquiries and quote requests

The process for price inquiries and quote requests has been optimized to enhance user-friendliness and efficiency. By reducing the number of clicks and pages, users can now handle price inquiries and quote requests more quickly and conveniently.

Wholesale Portal > Data Services > Select a company
Logout

swisscom
Requests
Offers
Orders
Installed Base
Configuration
Assurance
SLA Reports

< Request list

Single Request

Request Test
Availability Check Delete Open

Site A Primary Access 6430 Schwyz Bahnhofstr. 94 (Customer Site)	Secondary Access You haven't added any additional sites for Premium Platinum. Add Secondary Access
Site B Primary Access 5000 Aarau Bahnhofstr. 101 (prop)	

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

Add individual option

☐ CLS ⓘ
☒ CES ⓘ
☐ CES Light ⓘ

Service Level Agreement

☒ Basic ⓘ
☐ Premium Silver ⓘ
☐ Premium Platinum ⓘ

☐ Premium Platinum Light ⓘ

Fulfillment Priority

☒ Normal
☐ Express

Subscription Period & Bandwidth

Subscription Period in months: 12 24 36 48 60
Bandwidth: 100M

CES specific options

Class of Service (COS): NOQOS7 ⓘ
Max. number of MAC Addresses: 4000 ⓘ

Primary Access

Site A Primary Access Address: 6430 Schwyz	Site B Primary Access Address: 5000 Aarau
--	---

Delete selected options
Select All 0 / max. 16 techn. items selected
Create firm offer request

2.5 WSS Improvements

2.5.1 Multiple notification Emails

When creating a Site order, it is now possible to provide multiple E-mail addresses, which are used for event notifications. When defining the request, Email could be 1 address or multiple addresses delimited by ";"

In addition, you have the possibility to provide the phone number of the contract issuer.

Requester

First Name and Last Name*

alle Rollen ✓	OWT E2E ✓
---------------	-----------

Phone

Email*

 ✓

Also on the running orders, notification emails can be updated within the menu "Report Event" and "Change Requester". Email could be 1 address or multiple addresses delimited by ";"

Report Event

×

Event Type*

Change Requester

▼

Requester Firstname*

Tester

✓

Requester Lastname*

Tester

✓

Requester Email*

test1@customer.ch;test2@customer.ch

✓

Submit

2.5.2 WSS Termination Orders

Now customers can also inform Swisscom about the termination of sites by creating a termination order on the wholesale portal. To do this, select the site from the inventory and go into the details page and select "Terminate".

Please note that a termination will only be submitted if the entire transmission facility is intended to be dismantled, but not for reductions of individual services.

←

Installed Base

OWT-251007-2130

Terminate

Active

Basis

Site Usage

-

Product

Special

Type of Site

Indoor

Swisscom Site ID

BEBT

This will open the "Termination Order Form", where Termination date and additional information can be provided.

Termination

Termination date*

31.01.2026
28.02.2026
31.03.2026
30.04.2026

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

Requester

First Name and Last Name*

alle Rollen ✓	OWT E2E ✓
---------------	-----------

Phone

e.g. 0041 79 123 45 67

Email*

test.ohcih@swisscom.com ✓

PLEASE NOTE !!

The installations will be completely dismantled in the event of a termination. The site can no longer be used.

If you only wish to dismantle parts (individual antennas or racks), please submit a separate feasibility enquiry.

☐ I understand

[Cancel](#) [Terminate](#)

After the review by Swisscom, you will receive a separate confirmation of termination.

2.5.3 Event log extensions with username

In the event history, now we display these additional information:

- Origin
 - Customer or Swisscom will be displayed
- User
 - In case of a customer request the name of the user who initiated the event is also logged

History

Event	Origin	Creation Date	Date	User
Change Requester	Customer	13.10.2025	-	OWT E2E alle Rollen

2.5.4 Request extensions with Project Reference

In addition to customer Site-ID, an additional optional attribute "Customer Project Reference" has been added to allow customers to better track the running projects.

OWT-250731-1731

Creation Date: 31.07.2025

Basis

Site Usage	-
Product	Site Share
Type of Site	Outdoor
Swisscom Site ID	ABCD
Customer Project Reference	test2
Customer Site ID	test1


2.5.5 Differentiation of modify requests for inhouse and tunnel projects

When creating a request for modifications to an existing in-house or tunnel location, a new distinction is made between:

- Major Modifications
- Minor Modifications
- Information Only


Clicking the info button provides further details explaining the definitions of each category.


Select a Request



Request for a new Site


Site share request for an existing Swisscom Mobile radio site (first-time use) or for a new site that has yet to be built





Modify an existing site

Request for modifications on an existing shared site (upgrade, reduction, modification)



Product*



Site Share

Shared use of mobile communications infrastructure for the operation of your own mobile communications system





Space Share

Our own independent mobile communications system on the same roof and on the same plot as Swisscom.





Special

Special requests (not "classic site share requests") such as perimeter requests or requests for the use of space for other than mobile services, etc.

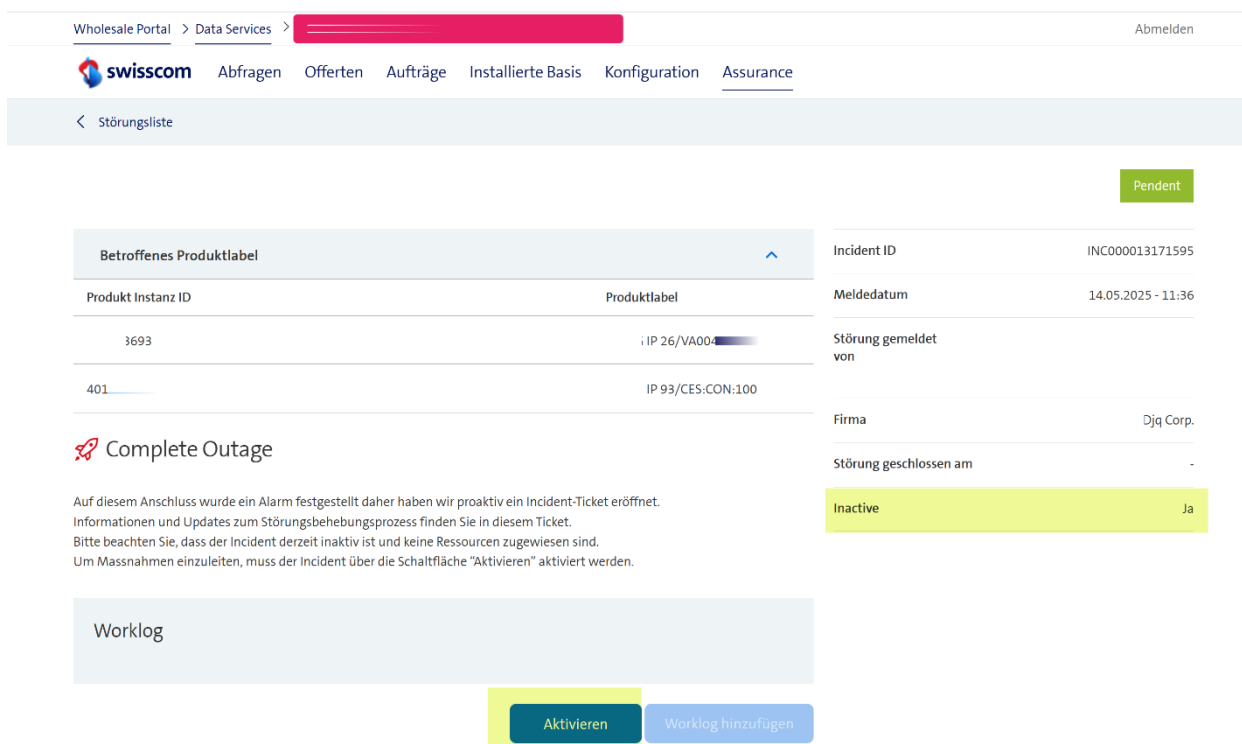


3 May 25 Release (available from 21.05.2025)

3.1 Data Services – View of proactive trouble ticket messages

From the May release, we will also display proactively created trouble tickets that are in "inactive" status due to the low SLA.

These tickets are created automatically by our monitoring systems when a possible impact/alarm is recognized.



The screenshot shows the 'Wholesale Portal' interface. The breadcrumb trail is 'Wholesale Portal > Data Services > [redacted]'. The user is logged in as 'Abmelden'. The navigation bar includes 'swisscom', 'Abfragen', 'Offerten', 'Aufträge', 'Installierte Basis', 'Konfiguration', and 'Assurance'. The main heading is 'Störungsliste'. A green 'Pendent' status tag is visible. The ticket details are as follows:

Betroffenes Produktlabel		Incident ID	INC000013171595
Produkt Instanz ID	Produktlabel	Melddatum	14.05.2025 - 11:36
3693	IP 26/VA004	Störung gemeldet von	
401	IP 93/CES:CON:100	Firma	Djq Corp.
		Störung geschlossen am	-
		Inactive	Ja

Complete Outage

Auf diesem Anschluss wurde ein Alarm festgestellt daher haben wir proaktiv ein Incident-Ticket eröffnet. Informationen und Updates zum Störungsbehebungsprozess finden Sie in diesem Ticket. Bitte beachten Sie, dass der Incident derzeit inaktiv ist und keine Ressourcen zugewiesen sind. Um Massnahmen einzuleiten, muss der Incident über die Schaltfläche "Aktivieren" aktiviert werden.

Worklog

Buttons: **Aktivieren** (highlighted in yellow), **Worklog hinzufügen**

What does "inactive" mean?

- The ticket is visible on Scopa but is not processed automatically.
- There is no processing, no tracking and no escalation by Swisscom.
- Only you as the ISP decide whether and when the ticket should be activated.

How does activation work?

- The "Activate" button is located directly in the detail ticket view.
- As soon as you click on it:
 - The ticket changes to "active" status.
 - It is automatically assigned to a Swisscom agent.
 - The normal assurance process starts (incl. SLA time measurement, escalation management, possible billing, etc.).

Please note before activation:

- Before a proactive ticket is activated, the ISP must check whether the cause of the possible alarm lies in its own ISP/end customer network.

If a ticket is activated whose cause is not on the Swisscom side, but on the ISP/end customer side, this may result in costs being charged to the ISP for assurance processing.

Why this change?

- You have an early insight into possible technical anomalies.
- You can decide for yourself whether an analysis or processing is necessary.
- The process remains efficient: Only tickets that are relevant from your point of view are activated and processed.

Important for you as a customer

- Inactive tickets remain passive as long as you do not activate them, Swisscom does not intervene here.
- Activation is entirely up to the ISP.
- The existing Swisscom assurance processes only start after activation.
Before activation, please always check the ISP/end customer network first.