



Site Survey

How to request a Site Survey and order a Direct Internet Access via the Wholesale Portal



Introduction Site Survey

You want to order a Direct Internet Access via the Wholesale Portal, **but you don't know whether an OTO ID is already installed in your customer's premises and if so, which OTO ID it is**. No problem, request a Site Survey and we will clarify the situation for you on site.

Site Survey is a service for which we charge a **one-time fee of CHF 350**.

The new process is described within this document. If you have any questions about Site Survey and its process please do not hesitate to contact Order Entry Wholesale:

- Entry.Wholesale@swisscom.com



How to order Site Survey - 1/4

You do a service qualification by address and the result shows a list of OTO IDs (if the technology is fiber):

Qualification

Check

Address Availability

OTO Availability

Configuration

Summary

Service Qualification by address

Check the availability of your desired address and select your line

Please enter an address

Address & City

8005 Zurich

Post

Building no

Neugasse

18

Apartment Name

Previous

Check Availability

Qualification

Check

Address Availability

OTO Availability

Configuration

Summary

Service Qualification Result

Select a line

	OTO ID	Flat ID ⓘ
<input type="radio"/>	B.110.636.353.1	04.01
<input type="radio"/>	B.110.636.354.X	99.01
<input type="radio"/>	B.110.636.355.8	99.02
<input type="radio"/>	B.110.636.357.4	00.01
<input type="radio"/>	B.110.636.358.2	04.03
<input type="radio"/>	B.110.636.363.9	04.02

OTO ID not known, I request a Site Survey

Order Site Survey

Previous

Configure

Continue with
"Order Site Survey"



How to order Site Survey - 2/4

Enter a contact on site who can provide access to the premises (like tenant, company, home service, etc.).

A valid contact is very important, we will contact this person to set up an on-site appointment for the Site Survey.

To continue the process, please agree the one time costs of CHF 350 for the Site Survey efforts (set flag in checkbox and continue with the DIA configuration)

Qualification Check **Request Site Survey** Configuration Summary

Please provide the contact with access to the premises (Company, Tenant, Home Service)

Firstname* Lastname*

Tom Hanks

Company name

Hanks SA

Phone Number*

0041 79 123 45 67

Please note that the site survey takes 1 to 3 business days

Previous ☒ I agree with the one-time costs of CHF 350 for the resulting efforts **Configure**



How to order Site Survey - 3/4

Please configure the desired DIA now. If the site survey is successful, we will process the DIA order according to this configuration.

Please note: it is not possible to change this configuration during the DIA order processing.

Continue with "Calculate Price" and see the configuration and the costs on the summary page.

Qualification


Check


Request Site Survey

Configuration

Summary

Configuration

 Manual parameters selection
Manual selection of parameters to get the appropriate configuration

 Pre-configured product selection
Selection from preconfigured products to use specific settings

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

Please enter your customer reference

Customer Reference*

Configuration for customer Hanks SA ✓

Select the desired service level agreement

Basic Light ⓘ 99.50% CPE no guarantee	Silver Light ⓘ 99.80% CPE guarantee	Premium Silver ⓘ 99.95% CPE guarantee
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Select a bandwidth in Mbit/s

10/10	50/50	100/100	200/200	500/500	1000/1000
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Select a CPE configuration

<input checked="" type="radio"/> Standard NAT ⓘ	<input type="radio"/> IP-Passthrough ⓘ	<input type="radio"/> PPP-Passthrough ⓘ	<input type="radio"/> DMZ ⓘ
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Select a Subscription Period

12 months MRC 0% OTC 0%	24 months MRC 5% OTC 50%	36 months MRC 10% OTC 100%	48 months MRC 15% OTC 100%	60 months MRC 20% OTC 100%
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Previous

Calculate Price



How to order Site Survey - 4/4

If you agree with the configuration and the costs, continue with "Order" to place the Site Survey as well as the DIA order.

Once submitted to Swisscom, you will receive an email with the receipt confirmation.

Subject: Your DIA Order with ID 1517928077 - receipt confirmation

Dear Customer,

We confirm the receipt of the order – more information about the order using this URL:

<https://wholesale.swisscom.com/wholesaleportal/dia/#/orders/1517928077>

Order Id: 1517928077
Customer Reference: Site Survey Bern

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

Qualification

Check

Request Site Survey

Configuration

Summary

Summary

Customer Reference	Site Survey	DIA Installation
Configuration for customer Hanks SA	Hans SA Tom Hanks 0041 79 123 45 67	Neugasse 18 8005 Zürich

Selected Access

DIA ID	OTO ID	Access ID	Plug No	Comment
-	-	-	-	-

Configuration

SIA	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	600.- excl. VAT

Previous

Order





Site Survey - use cases

There are 3 different use cases:

- The site survey is **successful** and the **DIA order is processed on the OTO ID**. Additional one-time costs of CHF 350 are listed on the invoice.
- The site survey is **successful** and the **DIA order is commissioned and processed with an in-house installation**. Additional one-time costs of CHF 350 are listed on the invoice.
- The site survey is **not successful** and the **DIA order is cancelled by Swisscom**. The invoice still shows a one-time cost of CHF 350.



[< Order list](#)

New Order

Created by: [allie Rollen OWT E2E](#) Order date: 15.11.2021 - 14:47 [Canceled](#)

Order ID

Customer Reference

Site Survey

DIA Installation

875967835

Site Survey Test 3

Zürich AG
Fabienne Gohl
0041 79 320 99 10

Ackerstr. 3
8005 Zürich

Selected Access

DIA ID	OTO ID	Access ID	Plug No	Comment
-	-	-	-	no oto socket found

Configuration

SIA	Subscription Period	Bandwidth	CPE Configuration & Rx IP
Premium Silver	12 months	100/100 Mbit/s	PPP-Passthrough v. 1

Monthly recurring charges in CHF

-

excl. VAT

One time charges in CHF

350.-

excl. VAT



Site Survey is successful and the DIA order is processed on the OTO ID - 1/4

Once the site survey is completed on site and we have found an OTO socket, you will receive an email asking you to complete the DIA order in the Wholesale Portal.

Subject: Site Survey for Order with ID 1517928077 has been completed.

Dear Customer,

The order has been completed and Site Survey will be charged. Please retrieve y

<https://wholesale.swisscom.com/wholesaleportal/dia/#/orders/1517928077>

Order Id: 1517928077
Customer Reference: Site Survey Bern

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

< Order list

New Order

Created by: alle Rollen OWT E2E Order date: 15.11.2021 - 14:08

Created

Order ID	Customer Reference	Site Survey	DIA Installation
875960446	Test Site Survey 2	Bäckerei Gohl Fabienne Gohl 0041 79 320 99 10	Neugasse 18 8005 Zürich

Selected Access

DIA ID	OTO ID	Access ID	Plug No	Comment
-	B.110.536.136.5	-	-	in server room

Configuration

SLA Silver Light	Subscription Period 12 months	Bandwidth 200/200 Mbit/s	CPE Configuration & Fix IP IP-Passthrough : 1
Monthly recurring charges in CHF			185.- excl. VAT
One time charges in CHF			600.- excl. VAT

Complete Order





Site Survey is successful and the DIA order is processed on the OTO ID - 2/4

On this page you can see that the usage and availability of the provided OTO ID has been verified.

You can now decide how you want to continue:

- if the status is occupied, you have the additional option to order DIA on a free line
- or you continue with the usual line (set flag if necessary and continue with the configuration on the next page)
- or - just in case - there is still the option to switch to copper technology

Request Site Survey

Availability

Order Completion

Summary

Line details

OTO ID	Flat ID ⓘ	Occupied	Inhouse Installation
B.110.536.136.5	03.01	Yes	done

Use free line for DIA service ⓘ
or continue with copper

Please contact Service Desk Wholesale for further clarification - we will be happy to help.

Service Desk Wholesale

+41 (0)800 803 803

ServiceDesk.Wholesale@swisscom.com

ⓘ Please note that with the Direct Internet Access order, the current service of the end customer will not be automatically terminated.

Previous

☒ The usage of the line has been discussed with and cleared by the previous tenant

Configure



Site Survey is successful and the DIA order is processed on the OTO ID - 3/4

Complete the order means that we now require the following information from you:

- the preferred **activation date**
- the info if you desire an **onsite installation** and if yes, by when
- the **shipping address** for the CPE, if no onsite installation is desired

... all this in order to process your DIA order correctly.

Continue with "Calculate Price" to get the updated information on the Summary page.

Request Site Survey

Availability

Order Completion

Summary

Installation Schedule

Enter your preferred activation date

Activation Date*

30.11.2021

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

☐ I desire an onsite installation ⓘ

CPE Shipping Address ☐ Same address as DIA installation

Firstname* Lastname*

Company name

PO Box

Postcode & City*

Street* Building no*

Object Name*

Previous

Calculate Price



Site Survey is successful and the DIA order is processed on the OTO ID - 4/4

See the Summary page with all information about the originally selected configuration, the corresponding costs as well as the now added information such as activation date and, if applicable, onsite installation or shipping address.

Now please continue with "Update Order" and the provisioning will be started on the found OTO ID.

From now on, the usual and well-known sequence of DIA order processing is triggered.

Request Site Survey Availability Order Completion **Summary**

Summary

Customer Reference	CPE Shipping Address	Site Survey	DIA Installation
Test Site Survey 2	Hanks SA Tom Hanks Augustinergasse 3 8001 Zürich	Bäckerei Gohl Fabienne Gohl 0041 79 320 99 10	Unterfeldstr. 102 8050 Zürich

Selected Access

DIA ID	OTO ID	Access ID	Plug No	Comment
-	B.110.536.136.5	-	2	-

Installation

Activation Date	30.11.2021
Onsite Installation Date	-
Notes	-

Configuration

DIA	Subscription Period	Bandwidth	CPE Configuration & Fix IP
Basic Light	12 months	200/200 Mbit/s	Standard NAT
Monthly recurring charges in CHF			120.- excl. VAT
One time charges in CHF			600.- excl. VAT

Previous **Update Order**



Site Survey is successful and the DIA order is processed with an inhouse installation order - 1/1

If the site survey operation on site does not find an OTO socket, it is possible that none has been installed yet. In this case, you will automatically be guided through the order menu so that you can also enter contact details for in-house installation. Everything else in the process remains the same.

This also means that we will process the DIA order with an in-house installation. As usual, this in-house installation will not incur any additional costs for you.



Contact information

Swisscom (Schweiz) AG

Order Entry Wholesale

Email: Entry.Wholesale@swisscom.com