



#### **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.** 

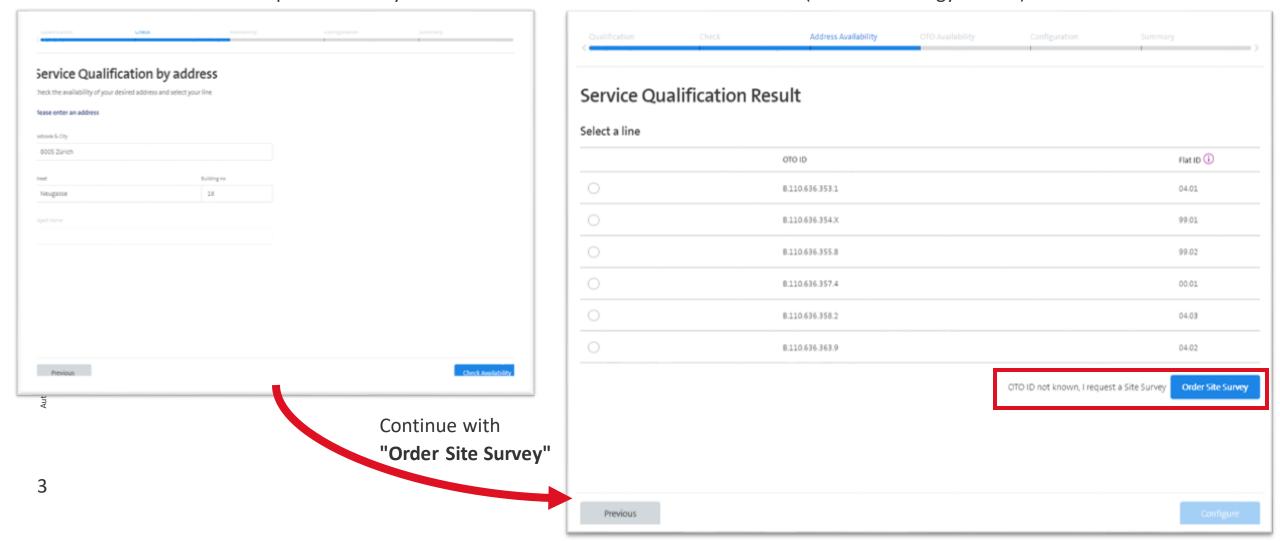
The new process is described within this document. If you have any questions about Site Survey and its process please do not hesitate to contact Order Entry Wholesale:

• <u>Entry.Wholesale@swisscom.com</u>



# 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):



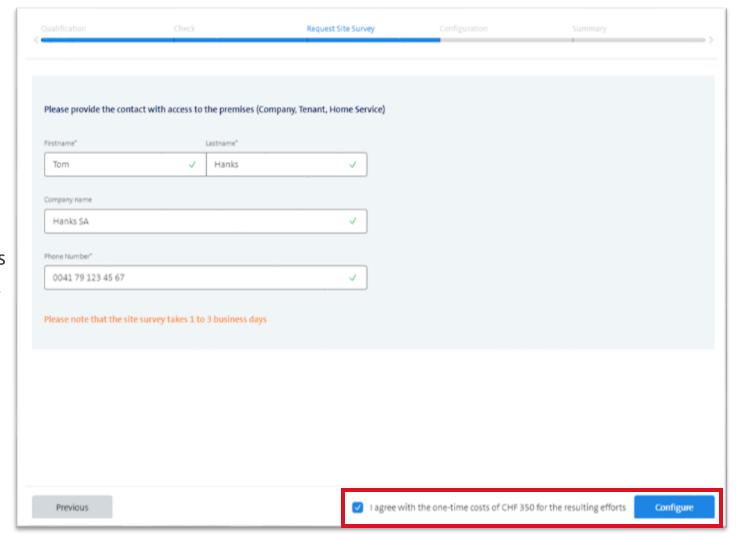


#### How to order Site Survey - 2/4

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)



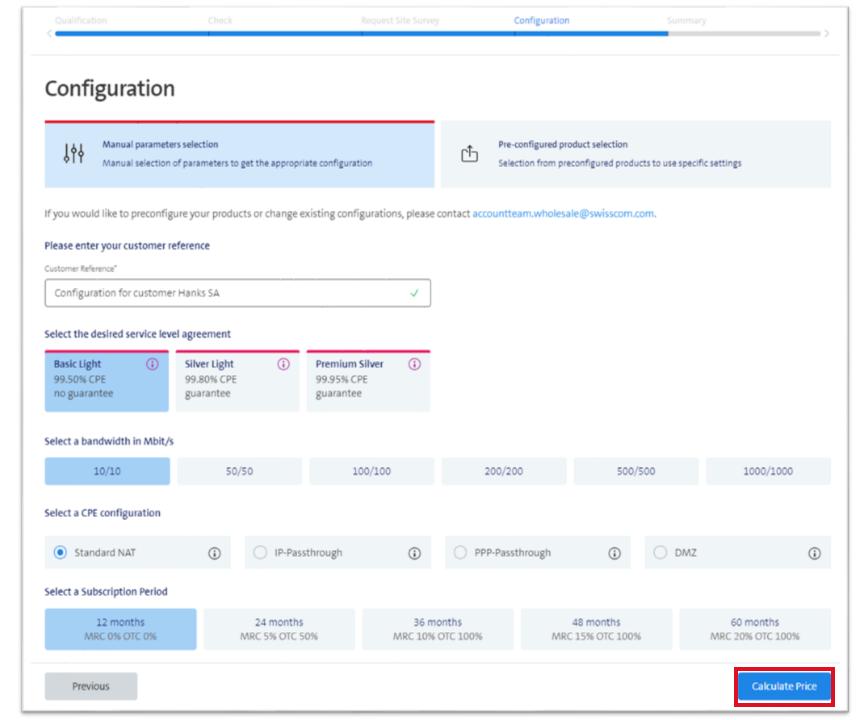


#### How to order Site Survey - 3/4

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.





### 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,

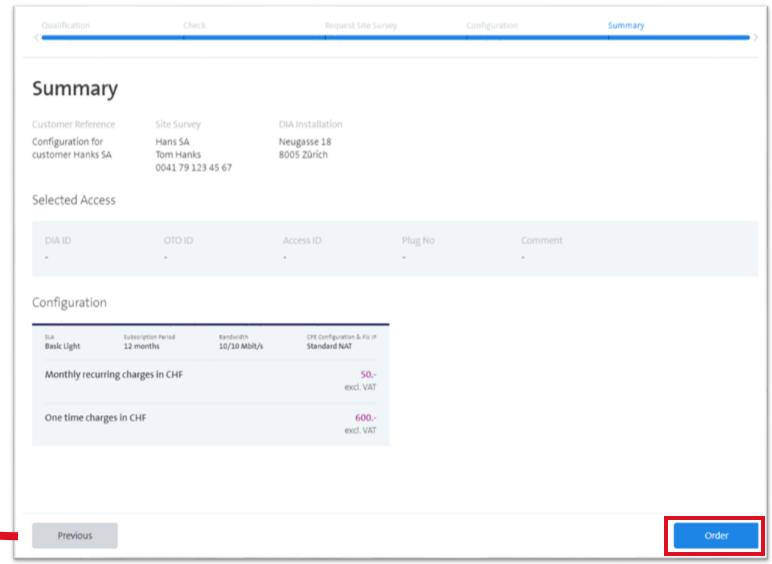
We confirm the receipt of the order – more information about the order using this URL:

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

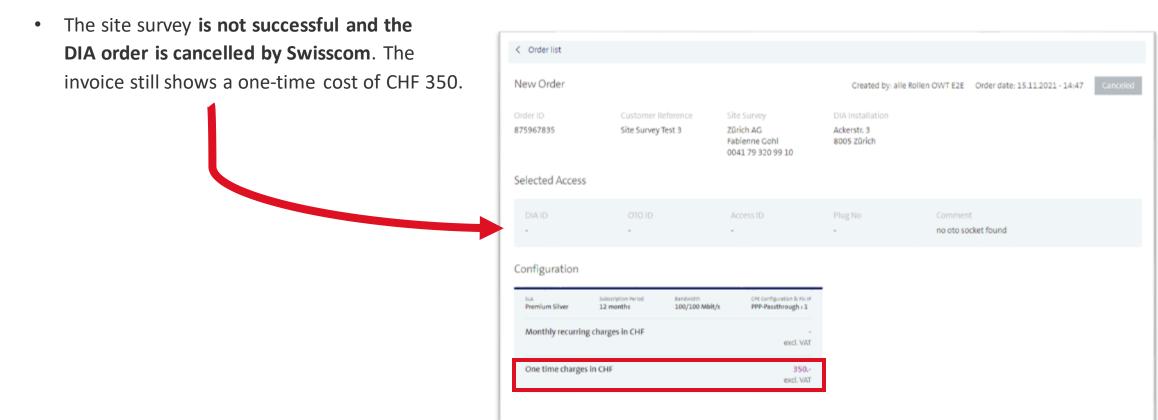




#### Site Survey - use cases

#### 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.





# 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.

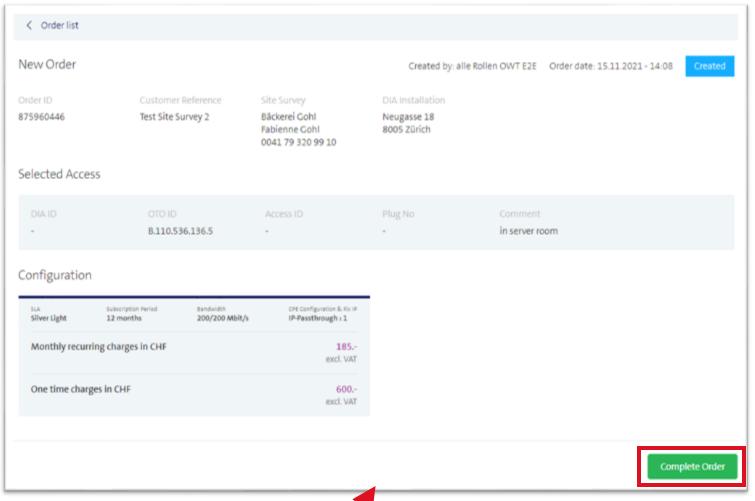
Dear Customer,

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



C2 General

title,

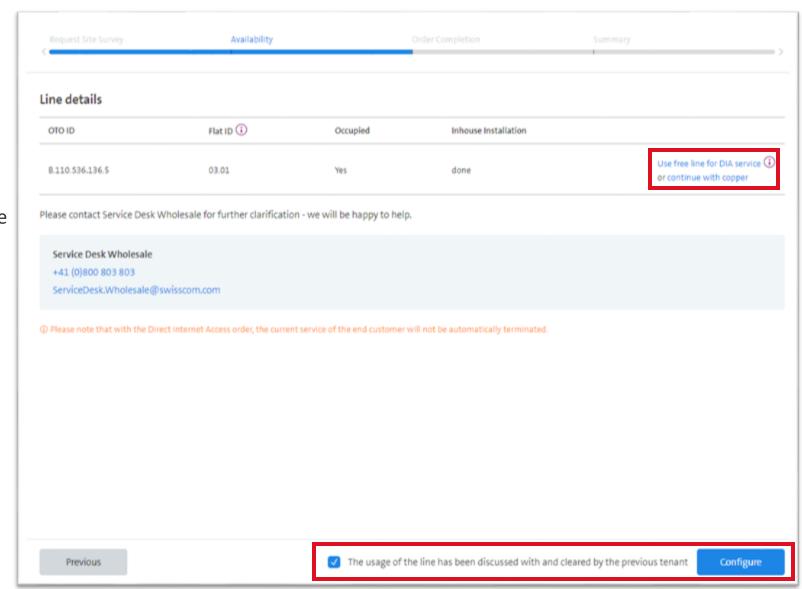


# Site Survey is successful and the DIA order is processed on the OTO ID - 2/4

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





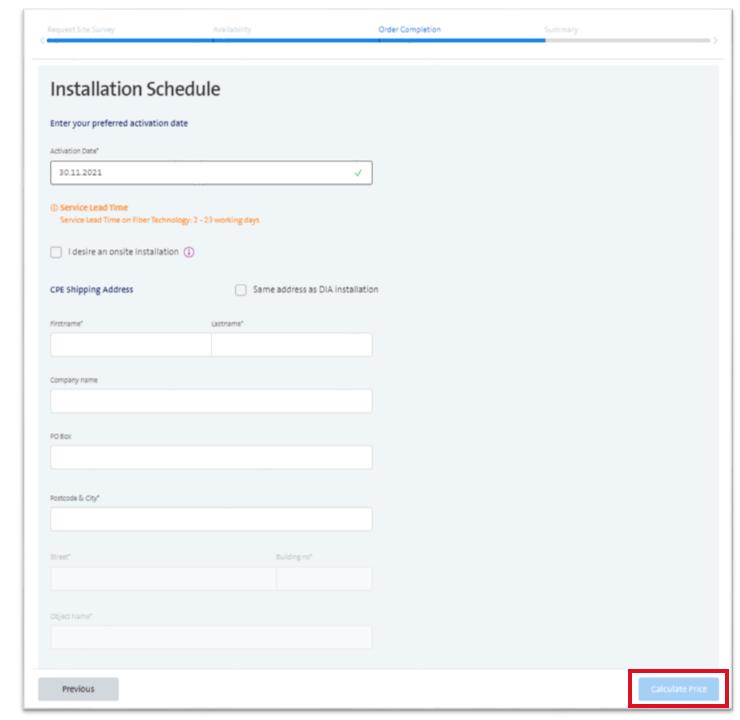
# Site Survey is successful and the DIA order is processed on the OTO ID - 3/4

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.



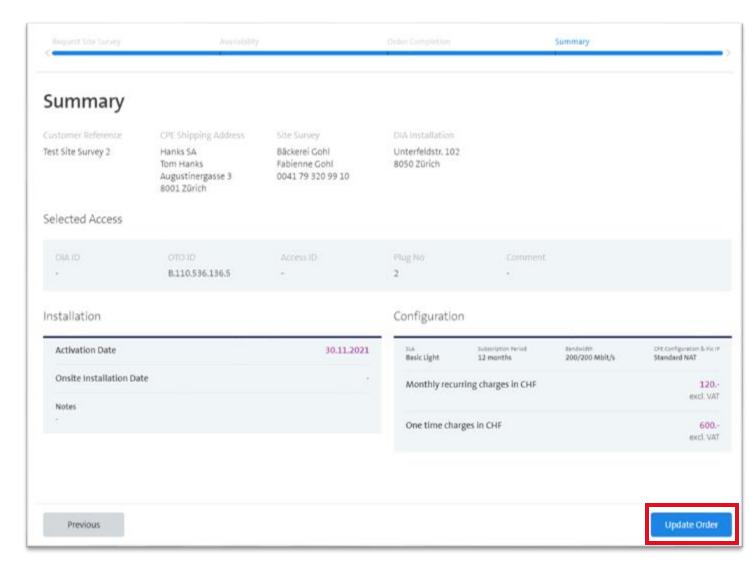


# Site Survey is successful and the DIA order is processed on the OTO ID - 4/4

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.





#### 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