

## Fact sheet on the communication of SIP credentials

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**April 2017**

Even after they have received their SIP credentials, Swisscom recommends that customers continue to use their own Swisscom routers, which have been thoroughly tested. Swisscom is committed to the quality and security of these products. In addition, the “Setting up SIP credentials on external routers” service is not supported, and is only recommended to tech-savvy customers.

### **What are SIP credentials?**

SIP credentials allow Swisscom landline numbers to be used on third-party end devices (routers, IP phones) and VoIP clients (apps). SIP credentials are confidential. They consist of a username, an authentication name and a password, and are linked to the corresponding landline number.

### **Previous approach**

Until now, Swisscom has not provided customers with their SIP credentials. The SIP extension also means that most standard IP devices can already be directly connected to our routers and used.

The reasons Swisscom has not issued SIP credentials before now have included the following:

- High complexity: in order to set up the voice service, customers must change several complex settings.
- Loss of quality: Swisscom stands for a first-class voice service; if it is not set up correctly and inadequate equipment is used, this can impair the quality.
- Abuse and the risk of fraud: SIP credentials can, in theory, be used on all devices. If these credentials are knowingly or unknowingly passed on to others, the customer’s account can be abused.
- Routers and other end devices which are freely available on the market are an easy target for hackers. With the customer data stolen from these devices, hackers can cause a great deal of damage in next to no time.

### **What’s new?**

- With SIP credentials, our customers can use their Swisscom landline numbers on third-party devices and VoIP clients (e.g. Fritzbox, Zoiper or Android/iOS apps).
- Each landline number has unique SIP credentials. As soon as a device is put into operation using the SIP credentials, our customers can use it anywhere in the world with the respective landline number. Any calls then made with that number will be charged at the customer’s rate for the respective Swisscom product.

### **Activation of SIP credentials**

Customers can activate this service in the Customer Centre under “Activate and manage HD phones”:

[www.swisscom.ch/login](http://www.swisscom.ch/login). To offer customers maximum protection when they request their SIP credentials, Swisscom uses a 2-factor login similar to one used for banking: in addition to the username and password, an SMS code must also be entered.

Important: configuring external devices and Voice over IP services is difficult, which is why Swisscom recommends that only tech-savvy customers attempt to do so.

**No support from Swisscom**

Should customers require assistance setting up SIP credentials, we refer them to our Help Pages [www.swisscom.ch/sip-credentials](http://www.swisscom.ch/sip-credentials) or directly to the manufacturer. Swisscom offers no support for this service, as there are too many devices and applications that Swisscom is not familiar with and which have not been tested. Swisscom therefore accepts no responsibility for proper functioning and security. It is the responsibility of the customer to select devices or software from trusted suppliers. Should any issues arise, customers must contact the device manufacturer directly. Furthermore, the customer is also liable for any costs incurred, i.e. no costs will be reimbursed by Swisscom.

**What are the risks if someone gains access to my SIP credentials?**

- SIP credentials need to be handled with care – just like a bank card. They allow phone calls to be made anywhere in the world for the rates paid for landline calls.
- For this reason, your SIP credentials should never be passed on to others.
- Anyone in possession of a customer’s personal SIP credentials can make phone calls at their expense all over the world.
- If a customer believes their SIP credentials have been compromised and are being used by someone else, they should immediately delete them online in the Swisscom Customer Centre.

**Who can use SIP credentials?**

Segment	Subscriptions
RES	Vivo XS to XL
	inOne home
	Swisscom Line basic and plus
	Swisscom Casa
	My KMU office
	inOne KMU office
SME	Vivo XS to XL
	inOne home
	Swisscom Line basic and plus
	Swisscom Casa
	My KMU office
	inOne KMU office
ENT	Swisscom Line Company (H2'17)
	My KMU office