Restrictions regarding the use of third-party routers

April 2017

From 2018, complete switch of landline-based telephony to IP region by region

With All IP, Swisscom is providing the technical basis for the digitisation of Switzerland as a business location and thus for our customers to remain competitive. Thanks to All IP, they are always connected to all their services and data on all their devices. Almost three-quarters of all customers have already switched to IP and benefit from the advantages. Until the end of 2017, practically all residential customers and most business customers will communicate via All IP. From the start of 2018, all customer connections across Switzerland will be switched completely to IP region by region so that the decommissioning of the old network infrastructure can proceed. The affected regions benefit from the latest communication options.

Offer conditions

In the "Router at customer site" section, the offer conditions state that, for technical reasons, only routers approved by Swisscom may be used for the service.

More information:
Offer conditions for "Smart Business Connect"
Offer conditions for "My KMU Office and CombiLINE Flex"   "inOne SME office"

Which routers are "approved routers"?

For business customers:
Centro Business 2.0 routers
Completely support all Swisscom business services and functions.

More information:
https://www.swisscom.ch/en/business/sme/help/device/internet-router.html
For residential customers:
Internet-Box routers
Designed specifically for the residential customer segment and do not support all of Swisscom's business services and functions.

More information:
https://www.swisscom.ch/en/residential/help/device/internet-router.html

Approved third-pary routers:
Only support the connection to the Swisscom network (Layer1). Any compatibility with additional Swisscom services is not tested or guaranteed. Users manually configure these routers. Swisscom does not provide technical support.

Current list of approved third-party routers:

https://www.swisscom.ch/dam/swisscom/en/ws/documents/E_BBCS-Documents/e_bbcs_supporting-documentproved-equipment.pdf

Reasons

- Only approved Swisscom routers are extensively tested using Swisscom services and continuously developed further. Swisscom thus ensures the highest possible quality and compatibility for its customers.
- Swisscom offers services and additional functions that can only be guaranteed with Swisscom routers. (TV Public, BNS, QOS, Internet backup, central administration, etc.)
- Most router models available on the market do not allow Swisscom to offer technical support.
- After every factory reset, third-party routers must be configured and reregistered.
- Third-party routers run the risk of affecting the Internet access of other subscribers on the same Swisscom network element.

Third-party routers: restrictions and consequences

No guarantees are given for operating a third-party router on a Swisscom landline connection.

- Swisscom does not accept any liability for operational downtimes and restrictions.
- Third-party routers do not make any status information available to the management systems. Hence, Swisscom cannot offer any SLA for troubleshooting.
- No guarantees that firmware is up-to-date. (If the firmware is obsolete, security cannot always be guaranteed)
- No remote maintenance and in-depth problem analysis by Swisscom or the manufacturer.
- No central storage of LAN and service data in the customer centre (hence service cannot be set up automatically either)
- Swisscom VoIP can be used with selected Swisscom offers through the use of SIP access data via the customer center (recommended for expert users only) Additional information
- No Internet backup function (no failover to Swisscom's mobile service).
- The "Business Network Solution" (BNS) service by Swisscom is not supported and requires a Centro Business 2.0.
- No guarantee that handling of fixed IP addresses (IPv4 & IPv6) is supported.
- Missing router remote management for the authorised Swisscom partner.
- No guaranteed technological compatibility. (If a router is detected as alien technology in the Swisscom network it can be blocked without warning)

Overview of functions

Router model	Centro Business 2.0*	Internet-Box light (M2M)	Third-party router
Supported technology	xDSL/fibre optics	xDSL	Model-specific
Typical area of use	inONE SME Office (S–L) Smart BCon (XS–XL)	Vivo (RES) SBCon (M2M)	Generally not recommended!

	Busi. Internet Services		
Call centre/on-site support	✔ / ✔	✔ / ✔	No support!
Device dimensions	258 × 183 × 71 mm	165 × 85 × 38 mm	Model-specific
Energy consumption Standard operation*	9.7 W @ xDSL 8.2 W @ fibre optics	5.2 W	Model-specific

Supported services and functions

Swisscom Internet	✔	✔	✔ (Conditionally)
Swisscom VoIP	✔	✔	(✔) Détails
Fixed IP	✔	–	–
Internet backup	✔	–	–
Bridge mode	– Alternative offers PPP pass-through	–	Model-specific
PPP pass-through (PPPoE) Point-to-Point Protocol over Ethernet**	✔	–	Model-specific
Port forwarding	✔	–	Model-specific
DMZ DeMilitarized Zone***	✔	–	Model-specific

 * Standard operation: 1 WiFi device each is connected to 2.4 and 5GHz WiFi, both of which are watching a YouTube video. 1 HD Phone Nyon or Montreux at the DECT base station. 1 Swisscom TV-Box connected via Ethernet cable with one TV channel running in HD resolution.

The list of functions is not exhaustive. For additional configuration requirements, please refer to the Centro Business homepage: www.swisscom.com/centrobusiness

Important requirement for third-party routers

☐ **Model has been approved**
The router is listed as approved on the BBCS (Broadband Connectivity Service) list of approved third-party routers

☐ **DHCP option 60**
For a third-party router to be able to access our platform, the device must support DHCP option 60.

☐ **Service Provider Code**
The router manufacturer must transfer Service Provider Code 100008,0001 in DHCP option 60 in its configuration during the DHCP handshake.

Swisscom does NOT offer a technical check of services offered by third-party routers.

Note regarding the All IP migration on existing Internet connections:

If the service (incl. Adoption) is ordered without a Swisscom router, the switch is made as planned. If no port intervention is required in the switching centre (as used to be the case with ISDN), the switch is made at 1.30 AM on the requested date.

From now on, the third-part router ist offline!

1. Connect the third-party router and computer using an Ethernet cable
2. Depending on the third-party router used, this might have to be configured manually to support ALL IP
3. Now restart the third-party router (it usually does this automatically when saving the new configuration)
4. Now open http://www.swisscom.ch/access and follow the instructions

Warning: If you are unable to commission the third-party router correctly, contact the respective manufacturer.

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www.swisscom.ch/ip