Service description – Business Internet standard

1 Scope of application
The object of this service description is Swisscom’s Business Internet standard data service. Business Internet standard is a fully-managed IP Service for one or more SME sites. Business Internet standard is based on a modern IP architecture that enables, for example, the classification (CoS) and quality control (QoS) of various services on the same network and the efficient construction of virtual private networks (VPNs). Business Internet standard consists of a basic product and additional service options. The terminal (router) is included in the basic product.

Installation of the basic product at customer sites is carried out by an IT partner commissioned by the customer.

2 Swisscom services

2.1 Basic product - Business Internet standard
2.1.1 Site connection
Site connection involves the connection of the router at the customer’s premises with the Swisscom network. In the case of an xDSL connection, site connection requires an existing new EconomyLINE or MultiLINE ISDN fixed line connection or BusinessLINEISDN basic connection.

2.1.1.1 Site connection via xDSL
The available transmission speeds are listed in the Business Internet standard fact sheet. The transmission speeds quoted are theoretical maximum values and cannot be guaranteed. For certain site connections, not all profiles are available due to the physical properties of the telephone line (e.g. length of line to telephone exchange). In such cases, an xDSL substitute profile is generally created or an alternative xDSL profile is offered. The xDSL substitute profile shall provide a transmission speed that is as near as possible to the speed ordered and shall be charged at the same price as this speed. An additional dial-up backup service is available that makes it possible to access the same service options when the xDSL service is interrupted. Connection shall be free of charge.

2.1.1.2 Site connection via optical fibre
The available transmission speeds are listed in the Business Internet light fact sheet. The quoted transmission speeds are theoretical maximum values and cannot be guaranteed.

2.1.1.3 Site connection via Ethernet services
The available transmission speeds are listed in the Business Internet standard fact sheet. These transmission rates are guaranteed on the Swisscom network. For technical reasons, feasibility has to be reviewed for each individual case before the contract is signed.

2.1.1.4 Site connection (xDSL) via dial-back-up
The xDSL backup solution via ISDN enables work to continue via a dial-up connection with unchanged IP addresses and without data transfer costs in the event of an xDSL failure. The precondition for this is an available telephone line.

2.1.2 Preconfigured router (managed)
Business Internet standard includes a preconfigured router that is monitored and maintained by Swisscom, including notification of the customer via SMS and/or e-mail as soon as the router switches to offline mode.

2.1.3 Support
Swisscom operates a free hotline on 0800 055 055 which can be used to report faults in the Business Internet standard data services. The hotline is open for fault reporting 24 hours a day, 365 days a year. The hotline provides repairs and remedies faults from Monday to Friday, 07:00 to 18:00, and during statutory public holidays.

In the case of site connection via Ethernet services, we offer optional 24-hour/365-day fault remedy as the maximum. If the fault is not related to Business Internet standard, the hotline shall, at the customer’s request, call on an IT partner to provide additional on-site support.

2.1.4 SLA
In the case of Business Internet standard (see Business Internet standard fact sheet) Swisscom guarantees repair within 24 hours of fault notification. Should Swisscom fail to restore the affected connection within 24 hours (and Swisscom (Switzerland) Ltd is directly at fault), we shall refund one month’s line rental (max. once per month). In the case of Ethernet service site connections, we offer optional shorter fault repair times.

2.2 Service options

2.2.1 Firewall Outbound level
A choice of four security levels is available for outgoing traffic from the customer’s LAN segment (outbound) — strong, medium, weak and disabled.

2.2.2 LAN Firewall Plus Outbound
The LAN Firewall Plus allows the customer to define its own rule set for outgoing traffic from the LAN segment (outbound).

2.2.3 LAN Firewall Inbound (NAT Service)
The customer can forward up to 10 fixed public IP addresses by means of port forwarding to its LAN segment, and include a freely definable rule set.

2.2.4 Notification in the event of interruption
If the customer selects the notification option, it shall be automatically informed by email or SMS of the status of its service.

2.2.5 DMZ
The DMZ enables the customer to operate a second network that is separate to the LAN and which can include 4, 8, 16 or up to 256 public IP addresses. Access from the DMZ into the LAN is prevented and access from the LAN into the DMZ is protected by a Swisscom rule set. The DMZ option is only available on request.
2.2.5.1 Fixed IP addresses
You need fixed IP addresses if you want to run your own email or web server. IP addresses are taken from the IP address range assigned to Swisscom by RIPE (Réseaux IP Européens) in accordance with the RIPE guidelines. Customers are not entitled to select specific IP addresses. Swisscom may change IP addresses at any time. If the customer ceases to use Swisscom’s Business Internet standard, the IP addresses revert immediately and completely to Swisscom. It is important to note that in the case of the subnetworks with 4, 8, 16, 32, 64, 128 or 256 fixed IP addresses, three IP addresses are required for the technical provision of the service and can therefore no longer be used for customer-specific services.

2.2.6 Domain Name Service (DNS)
The DNS option allows customer-specific DNS entries such as MX records, reverse DNS entries and mail backup. The DNS option is only available to you in combination with the fixed IP addresses, LAN Firewall Inbound or DMZ option.

2.2.7 Virtual Private Network (VPN)
A Virtual Private Network (VPN) allows data to be transferred securely between different company sites via the closed Swisscom network rather than the Internet. Participants in a VPN can exchange data in the same way as in an internal LAN and consequently use resources such as email or file servers that are physically located at remote sites.

With the VPN option, you can also have centralised Internet access with a managed firewall that can be adapted to suit your needs. The VPN option also allows you to connect sites without Internet access.

2.2.8 Remote Access Service (RAS)
Remote access to the VPN via one or more VPN clients using any Internet connection. This is subject to the existence of at least one fixed Business Internet standard connection with the VPN option.

2.2.9 Quality of Service in the VPN (QoS)
QoS enables prioritisation of upstream traffic in the VPN. Depending on the customer application, we offer the following two QoS classes:
- Class 1: Priority (contains customer-specific ports that are prioritised within the VPN)
- Class 2: Real Time (a fixed set of VoIP protocols that are prioritised within the VPN)

2.2.10 EFT/POS terminal
Special configuration for connecting point-of-sale terminals (tills). With this option, Internet access for other Internet applications is deactivated. Only data transfer with the relevant financial institutions is permitted. All communication is initiated from the EFT/POS terminal. For this reason, no further services can be offered with this option.

2.2.11 Service Level Agreement Premium
Special service level agreements (SLAs) are available on request for Ethernet Services.

2.3 Activation date
Swisscom shall attempt to activate the service within the time indicated on the order. No guarantee is given in relation to this, however.

2.4 Technical modifications
Swisscom is entitled to make technical modifications at any time, provided the customer’s costs are not affected and that the operation and performance of the service are not adversely affected.

2.5 Service interruptions
Wherever possible, Swisscom shall inform the customer in good time of service interruptions required in order to repair faults, carry out maintenance work and roll out new technologies, etc. Swisscom shall endeavour to keep such interruptions as brief as possible.

2.6 Implementation proviso
If in spite of positive feasibility studies and order confirmation it is found during implementation that the connection cannot be realised for unforeseen technical reasons or due to excessive expense, Swisscom’s contractual obligation shall cease with immediate effect. In such a case, the customer may not claim damages or compensation from Swisscom.

3 Duties and obligations of the customer

3.1 Duty to cooperate
3.1.1 General
The customer must, in good time and at his own cost, set up and maintain the requisite infrastructure on his premises up to the customer/premises connection point. The customer must provide Swisscom with all the information required for activating and installing the service and for remedying faults. The customer bears full responsibility for the accuracy of the information he provides. The customer shall grant Swisscom or third parties commissioned by Swisscom access to the relevant documents, information and premises.

3.1.2 Dial back-up
If the customer chooses the dial back-up option, it must provide an activated ISDN telephone connection.

3.1.2.1 Router at the customer’s premises
It is up to Swisscom to choose a suitable router. The customer shall choose a suitable IT partner for installation.

3.1.2.2 Fixed IP addresses
Prior to installation, the customer shall provide Swisscom with the necessary information relating to the use of the public IP addresses for RIPE (www.ripe.net) in accordance with the RIPE guidelines.

3.2 Installation
The basic product must be installed by a certified IT partner commissioned by the customer. The IT partner shall bear sole responsibility for the correct technical installation of the service at the customer’s premises. The IT partner is not a Swisscom auxiliary partner and Swisscom shall not establish an ordinary partnership with it.

3.3 Billing and terms of payment
Billing for the service shall take place on a monthly basis. The obligation to pay shall commence on the day following the activation of the service (the activation date). The obligation to pay shall also apply in cases where the service has been activated but cannot yet be used due to delays for which Swisscom is not responsible (e.g. installation pending).

3.4 Warranty
Swisscom shall make every reasonable effort to ensure that its telecommunications networks are secure. It cannot, however, provide any guarantee against unauthorised use of the telecommunications network. Swisscom reserves the right to block the Business Internet standard service temporarily in order to combat spam and hazardous codes (such as viruses, worms, trojans etc.).