



Keeping our transparency promise

In their [conduct guidelines relating to net neutrality](#), the *asut* and *Suissedigital* associations and the companies *Salt*, *Sunrise*, *upc* and *Swisscom* promise that Internet users will be able to find out about the capacity of their Internet access, any traffic management measures being implemented and any network faults.

More specifically, Internet users will be able to find out from their Internet service provider...

a) ...which managed services share the capacity available on their individual Internet connections (bandwidth) and to what extent

Voice over Internet protocol (VoIP) in the Swisscom fixed network and Voice over LTE (VoLTE) in the Swisscom mobile network are jointly referred to as a managed service (also known as a “specialist service”). This service is prioritised over other services in order to ensure that it always works well – even in overload situations.

When using VoIP, the bandwidth available for Internet services is reduced by approx. 100 kbps (upload and download) for each connection service.

As the speeds of the contractually agreed Swisscom fixed-line Internet connections and mobile connections are generally many times higher than the bandwidth required by VoIP, the effects on the access to Internet services are hardly noticeable.

In the fixed network, Swisscom TV (versions 1.0 and 2.0) is also a managed service. Priority is only given to these services if the simultaneous use of Swisscom TV and other Internet services causes the bandwidth being used on the respective Internet connection to exceed that stipulated in the contract. In this instance, Swisscom TV must take priority in order to ensure that the quality of the TV broadcast remains at a high level. As a result, the contracts for Swisscom TV also stipulate that the scope of Internet services may be temporarily affected when watching TV at the same time as using Internet services.

b) ...whether traffic management measures have been implemented – and, if so, which ones

Swisscom implements traffic management measures with the aim of ensuring the quality of services that would not be able to be provided to a satisfactory quality level in overload situations if such measures were not taken. This applies to services that are to be broadcast as far as possible in real time, such as Voice over Internet Protocol (VoIP) and Live TV (Swisscom TV).

In addition, traffic management measures are also taken in mobile communications to ensure that in overload situations higher bandwidth applies to services with contractually stipulated high bandwidths than to services with contractually stipulated lower bandwidths. This specifically concerns the NATEL® infinity subscriptions, which differ in a number of ways, one of which is the bandwidth of Internet access.

Swisscom is constantly expanding its fixed network and mobile network in order to prevent overload situations from occurring as far as possible.



swisscom

In order to maintain the integrity and security of our network, we analyse the data flow anonymously for specific attack patterns and abnormalities (e.g. DDoS attacks). Should these occur, we reserve the right to filter this damaging data traffic out of the network.

We also reserve the right to block any illegal content at the behest of a Swiss court or an authorised public authority (e.g. CYCOS).

c) ...whether there are any network faults

Swisscom customers can keep up to date with all the current faults and maintenance work being carried out via this [link](#) or by using the “[My Swisscom App](#)” (iOS, Android, Windows Phone).

Customer Services will be able to provide you with information under all circumstances.

If you would like additional information, please contact our Customer Services (phone 0800 800 800 or online at [link](#)).