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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

Internet users can check the capacity of their fixed access line, i.e. their maximum Internet speed, via [this link](#).

Geschwindigkeit an Ihrem Anschluss prüfen
Wo Sie wie schnell surfen

Wir bieten schweizweit Ultrabreitband Internet an. Mit einem Glasfaser-Anschluss surfen Sie mit symmetrischen Geschwindigkeiten von bis zu 1 Gbit/s Up- und Download. Mit einem Kupfer-Anschluss erreichen Sie aktuell eine Geschwindigkeit von bis zu 100 Mbit/s Down- und 20 Mbit/s Upload.

Prüfung mit der Festnetznummer

Ihre Swisscom Festnetznummer

Prüfen

Prüfung mit der Adresse

Strasse Nr.

PLZ Ort

Keine Strassenbezeichnung

Prüfen

The Internet access capacity via mobile telephony depends on a number of factors, namely on the technology available at the location (Swisscom's mobile network coverage map can be found [here](#)), how many users are sharing a mobile radio cell at a given time, which services they are accessing as well as the device the user is using because not all devices are fitted with the latest technology. The maximum attainable surfing speed also depends on the user's mobile subscription because Swisscom staggers speeds by subscription (see comparison [here](#)).

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 situations where the service is overloaded.

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.

Swisscom TV is also a managed service on the fixed network. 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 bandwidths are made available for services with contractually stipulated high bandwidths than to services with contractually stipulated lower bandwidths. This specifically concerns the subscriptions [listed on this web site](#), which differ in a number of ways, including the bandwidth of Internet access.

Swisscom is constantly expanding its fixed network and mobile network in order to prevent the occurrence of overload situations to the greatest extent possible.

In the case of mobile telephony offers with volume restrictions (e.g. the offers listed [here](#)), the speed is throttled to 128 kbps for downloads and 64 kbps for uploading once the contractually agreed included volume has been used up. There is no extra charge for exceeding this limit. These speeds are enough to e.g. send and receive e-mail, although they are not sufficient to use bandwidth-intensive services such as listening to music or streaming video.

What is known as a fair use policy (FUP) applies in particular to mobile phone offers providing unlimited mobile telephony, texting and mobile data use. These subscriptions are for normal personal use. Swisscom therefore reserves the right to cancel or restrict service provision or take other appropriate measures at any time if it can prove that usage deviates substantially from ordinary levels or there are indications that the subscription is being used for special purposes (e.g. monitoring applications, machine-to-machine, direct dial-in or permanent connections). Further information about FUP is available [here](#).

The price of Swisscom TV subscriptions also includes data consumed when using Swisscom TV on the Swisscom mobile phone network, provided that the user logs on via the [Swisscom TV app](#). In this case, the data volume included in Swisscom mobile phone subscriptions is not touched when using the Swisscom TV app.¹

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.

¹ This is irrelevant for customers with a mobile subscription that enables unlimited data use because there are no limits to the amount of data they can consume.



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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 being carried out via this [link](#) or with all the current faults and maintenance work being carried out 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](#)).