



## **Ticino: Swisscom to carry out maintenance on the communications network**

**Due to urgent maintenance work, customers in Ticino may experience isolated instances of disruption to their Swisscom mobile and fixed-line network from 2 a.m. to 6 a.m. on Sunday, 23 November 2014. The disruption will, however, not affect both services at the same time. Internet connections and Swisscom TV will not be affected.**

During the night of Saturday, 22 November to Sunday, 23 November, Swisscom will be carrying out maintenance work on its network in Lugano. This is due to a faulty component needing to be replaced in the Lugano telephone exchange. For this reason, customers in Ticino may experience service outages between 2 a.m. and 6 a.m. Customers living north of Monte Ceneri will not be affected. In southern Ticino, disruptions to fixed-line services in particular may occur in the Greater Lugano area (Paradiso). On certain telephone lines, mobile communication may also be affected to a limited extent. Experts from Swisscom expect maintenance to take around two hours. We will try to keep the disruption to a minimum to ensure that customers' communication services are fully restored as soon as possible. Adjustments to infrastructure are carried out at night time to minimise the number of customers affected.

### **Marginal impact on the mobile network**

The disruption will not affect fixed-line telephony and mobile communications at the same time. This means that in the event of a mobile network outage, Swisscom customers can use the fixed-line network or try using their mobile phones in another location. In the event of a disruption to the fixed-line network, customers should use their mobile phones to make calls. Customers will still be able to make emergency calls from their mobiles at all times. The emergency service organisations and their emergency call systems will not be affected by the disruption. Workaround solutions are in place to ensure that they will continue to be available at all times.



**swisscom**

**Press release**

Mobile connections in the 3G network will not experience any disruption in southern Ticino. We do, however, expect isolated instances of disruption to occur in Lukmanier, Blenio Valley, Val Bedretto, Olivone, Rossa, Bosco Gurin and the lower Maggia valley.

Berne, 20 November 2014