

## Checklist for the switch from analogue to IP landline-based telephony for residential customers

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- 1. Check whether you are still using analogue telephony or have already switched to IP**
  - Call free on 0800 882 002 to find out whether you are already using IP telephony. If not, we would be pleased to answer your questions and assist you in the switch.
  - Do you use a telephone with pulse dialling? (This is the case if you have a rotary dial telephone or if there is no star [\*] or hash key [#].)
  - Do you have an ISDN device?
  - Is your telephone directly linked to the telephone outlet (at the wall) rather than to a router or modem?
  - Has it been more than two years since you last switched your Swisscom landline offer?
  
- 2. Where can I find more information on the current offers?**

Online at [www.swisscom.ch/en/residential/fixed-network](http://www.swisscom.ch/en/residential/fixed-network), in a Swisscom Shop, or via the free hotline on 0800 800 800.
  
- 3. What is new?**

Customers now connect their landline telephone directly to the router rather than to the telephone outlet. The router is then connected to the telephone outlet. When you place an order for one of the new offers, along with the hardware, you will receive a simple operating manual clarifying the most important steps to be taken. This can also be found on the Internet at [www.swisscom.ch/en/residential/help](http://www.swisscom.ch/en/residential/help).  
Of course, you can also contact your Swisscom partner or electronics provider at any time.
  
- 4. Continued use of existing telephone devices**

You can continue to use practically all telephones (apart from rotary dial telephones, telephones with pulse dialling, and ISDN and fax devices).
  
- 5. Home installation**

In most cases, it will not be necessary to make any changes to the existing home installation set-up. If you would like to continue using several corded telephones or if you currently have a wall-mounted device, then some adjustments will be necessary. If you have only one corded or cordless telephone, in most cases, no adjustments will be necessary. Your electronics provider or Swisscom partner will be able to assist with any change.
  
- 6. Special applications**

If you have an alarm system, building automation system or control system that runs via an analogue telephone connection, or if you own a lift equipped with an emergency telephone, please contact the manufacturer or supplier of the system directly. They can check whether your system is IP-compatible and will be able to provide further assistance.



**swisscom**

**Where to find help**

Freephone: 0800 800 800

In Swisscom Shops or with our partners

[www.swisscom.ch/en/residential/help](http://www.swisscom.ch/en/residential/help), [www.swisscom.ch/en/residential/fixed-network](http://www.swisscom.ch/en/residential/fixed-network)

You can make the switch yourself here: [www.swisscom.ch/customercenter](http://www.swisscom.ch/customercenter)