swisscom

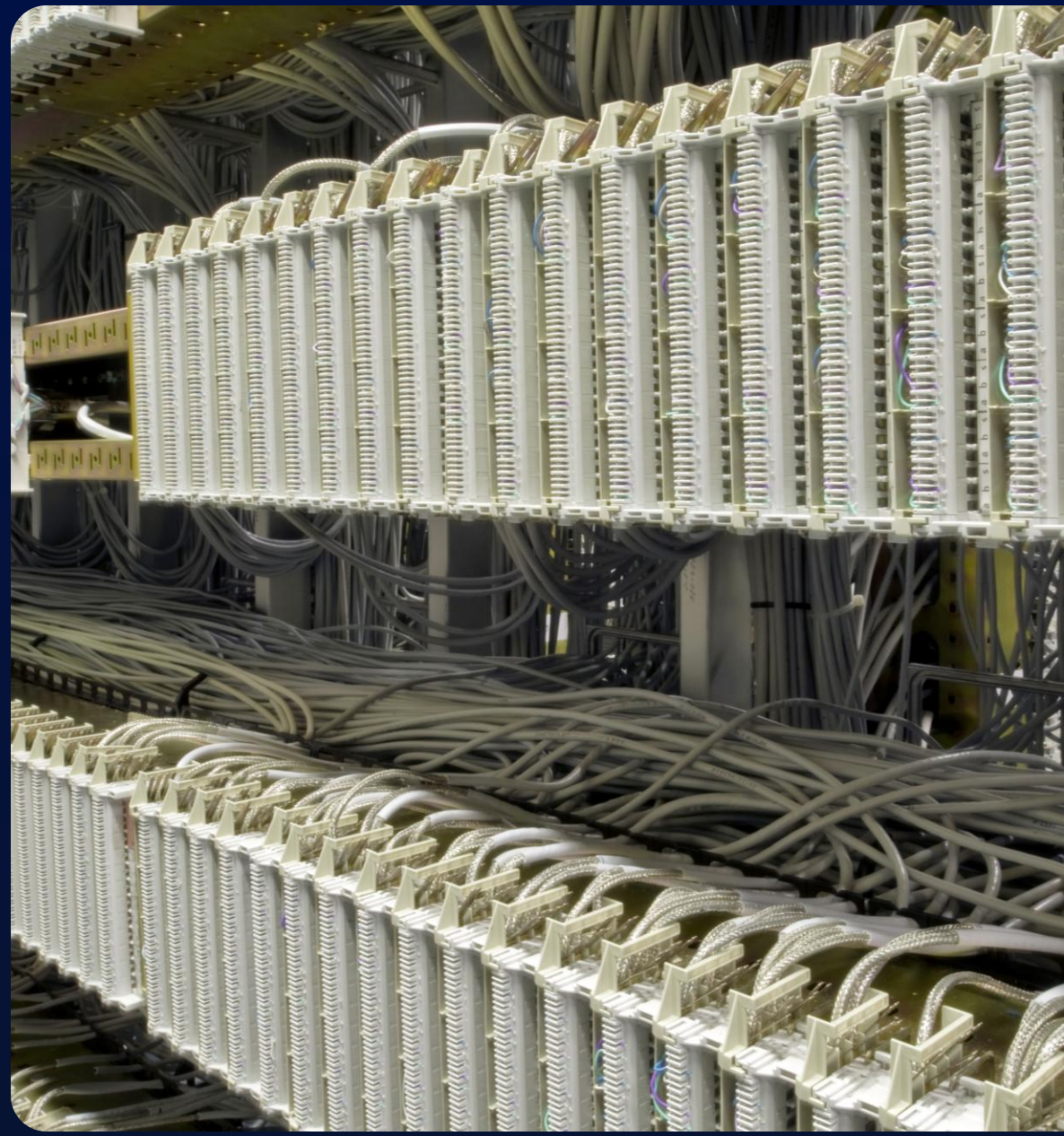
2026 ISP Training

March 2026

Agenda

3:00 p.m.	Welcome Note
3:05 p.m.	Copper Phase Out & Instant Migration
3:50 p.m.	Coffee Break
4:05 p.m.	Roadmap WSG, Migrations & Processes
5:00 p.m.	Apéro

Copper Phase Out

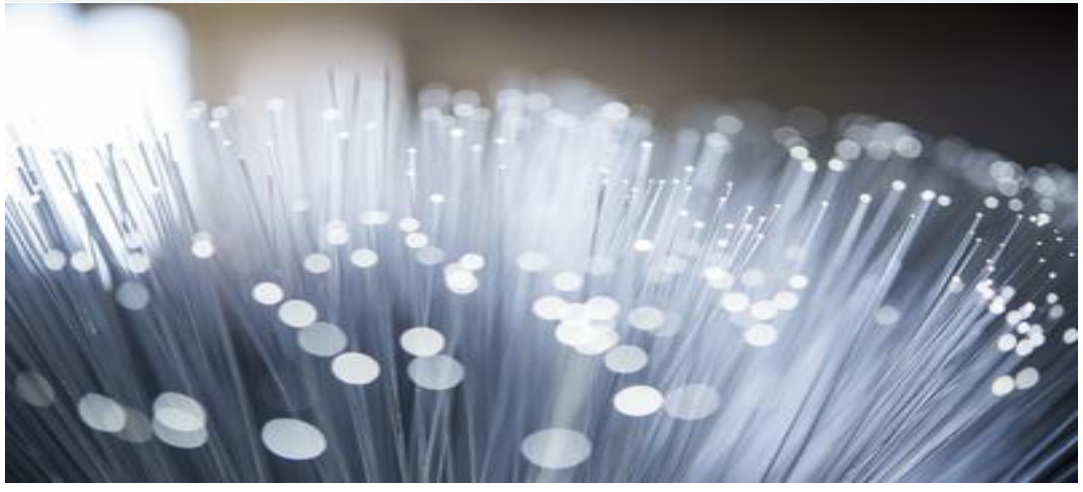


Copper phaseout - why actually?

Fiber optics is the technology of the future

We are investing in a comprehensive fiber expansion
The competitiveness of the economy depends on high-performance networks. By continuously modernizing its networks, Swisscom ensures that there is always enough power available for customers and Switzerland to use the latest applications in the best quality.

The modernization of the fixed network with fiber optics should be completed by 2035. Coverage was 57% at the end of 2025, rising to 75-80% by 2030 and at least 90% by 2035. Outside of residential areas, coverage is to be ensured by mobile and satellite technologies.

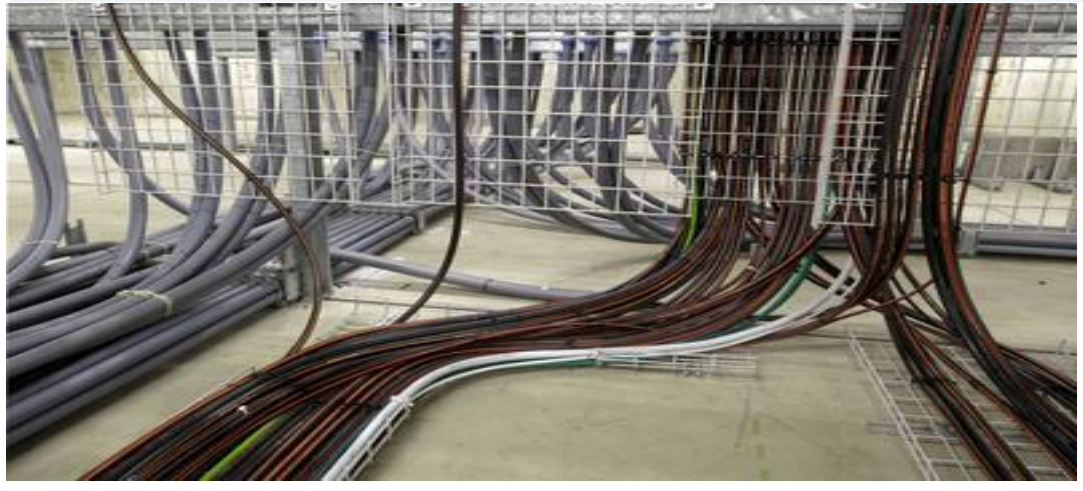


Copper no longer has any potential and is becoming superfluous

Operating two networks is expensive and complex
Copper has no future. Hardly any new technologies or equipment for copper are being developed.

From an economic point of view, it makes no sense to operate two networks in parallel for the same purpose. Copper can be dispensed with wherever FTTH is available.

The many technologies, platforms, tools and systems for the copper world entail a high level of complexity and permanently high costs. The legacy infrastructure must therefore be eliminated as the FTTH roll-out progresses. The life cycle of our FTTS infrastructure (mCAN) is a priority.



FTTH expansion and copper terminations are carried out according to various criteria The aim is to complete the modernization of the fixed network by 2035

1 CO Quit

Central offices which Swisscom will be leaving will be communicated as early as possible, or as soon as the dates have been definitively set.

The termination of copper-based services connected to such a central office will take place after the FTTH expansion and for the corresponding access network

2 Already developed areas

FTTH has been built for some time and most of the buildings have been connected. Active copper connections can be migrated to glass at any time.
The subsequent connection of individual buildings will take place gradually over the next few years. Connections connected with fiber are grouped together in tranches and terminated every six months.

3 New rollout areas

Comprehensive FTTH expansion of a village, municipality or access network.

Once the locations have been developed with fiber optics, the active copper-based services at these addresses are grouped in tranches and terminated every six months.

Fundamentals

- FTTH rollout is visible in the WSG (Quali, Ready for Marketing list , Ready for Order list, Copper Migration Potential list)
- Copper terminations take place after the FTTH expansion (except for landlord veto and uneconomical connections)
- Connections connected with fiber optics are grouped together in tranches and terminated every six months.
- The notice period is 24 months, the connections are automatically disconnected on the communicated date
- Although copper reconnections at terminated addresses are still possible, the limited term ("interims use") is pointed out when the order is placed and is deemed to have been terminated on the specified date

Regular communication with the ISP

Official info to ISP

At the same time as the FTTH expansion, Swisscom is beginning to switch off the old copper network in stages.

12. 2023

CO Quit notices and copper shutdown procedure

First CO Quit notices
Procedure FTTH expansion and copper switch-off

04.2024

Areas without FTTH

Announcement that FTTH will not be rolled out everywhere for economic reasons.

11.2024

1st lot of termination

First lot termination of CH-wide distributed copper-based accesses

11.2025

3rd lot of termination

Third lot termination of CH-wide distributed copper-based accesses

11.2026

01.2024

Public Info

Swisscom informs the public about the decommissioning of the copper network as part of the BMK

09.2024

Instant Migration

Announcement, info and specification for Instant Migration process

01-10.2025

Various

Announcement of various improvements to processes and marketing information (interim use, copper migration potential, quality classes)

5.2026

2nd lot of termination

Second lot termination of CH-wide distributed copper-based accesses

Tools to Support Copper Migration and Process Adjustments

1 Aids & Tools

Ready for Marketing/Order lists for marketing/sales push

Copper Migration Potential List. Your copper-based connections in the FTTH area incl. the switch-off date information, if available.

Interim Use List. Your copper accesses that were created with a fixed switch-off date

2 FTTH On Demand

Today's FTTH on-demand process only allows earlier FTTH construction in the FTTS area. (Order via Connect Now. (www.swisscom.ch/connectnow))

A solution is currently being developed to connect properties wherever there is a need. (e.g. outside FTTS areas or outside FTTH rollout plan)

Information on the process anthe FTTS aread cost sharing will follow soon.

Key take away

- Start your fiber migrations early enough and avoid service losses due to untimely provision of infrastructure
- Make use of the additional aids & tools to simplify the migration
- Prepare for service solutions outside the FTTH coverage
- Be aware that disconnects will be executed on the propagated end date (no exceptions possible)

Aids & Tools – FTTH Coverage Lists

Sad_Num_Of_Fbr_Dwellings/Bus_Uts/Util_Uts

Number of utilisation units recorded at the address

Sad_Target_Dt_Quality_Id

Quality class of the construction progress

Sad_Alo_Ind/Sad_Alo_Colo

Information on availability of ALO and in which CO the connection is terminated.

FTTH Coverage

Ready for Marketing List

This list shows the currently planned FTTH rollout. It helps with the planning of marketing activities.

Ready for Order List

This list shows the currently marketable FTTH coverage (BEP Ready)

Sad_Com_Dt

Earliest date for direct marketing activities

Sad_Isr_Dt / Sad_Target_Dt

Construction completion date (ISR) / Later Date of COM & ISR (Target)

Sad_Inst_Mig_Ind/Order_End_Dt/End_Dt

Information about Instant Migration

Aids & Tools – Copper Migration Potential Lists

Sad_Target_Dt

Planned FTTH expansion date (empty means already connected)

Sad_Data_Xfer_Protocol_Id

Available technology at BBCS

Sad_Alo_Ind/Sad_Alo_Colo

Information on availability of ALO and in which CO the connection is terminated.

Copper Migration Potential

All your copper-based connections within the FTTH Turf

Sad_Com_Dt/ Sad_Isr_Dt

Earliest date for direct marketing activities/ Construction completion date (ISR)

Service Enddate

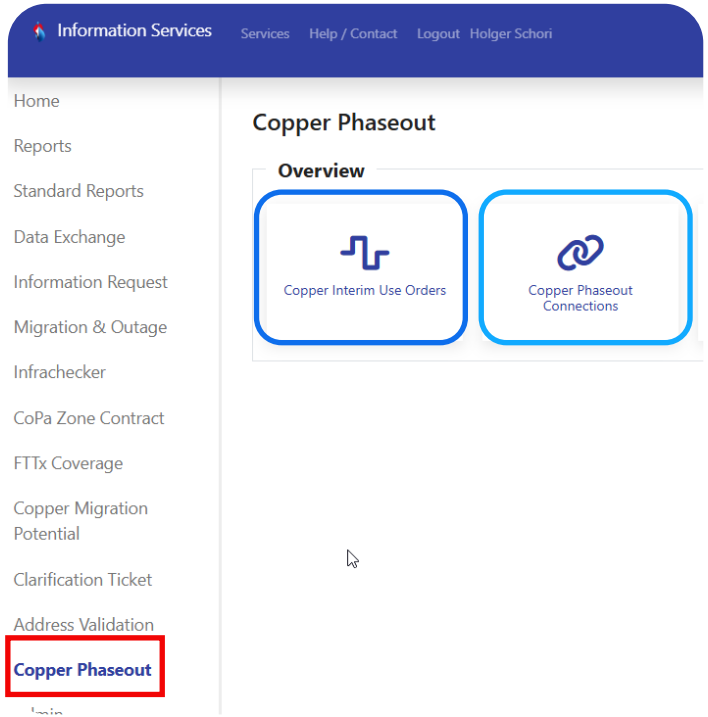
Switch-off date on which the BBCS is switched off

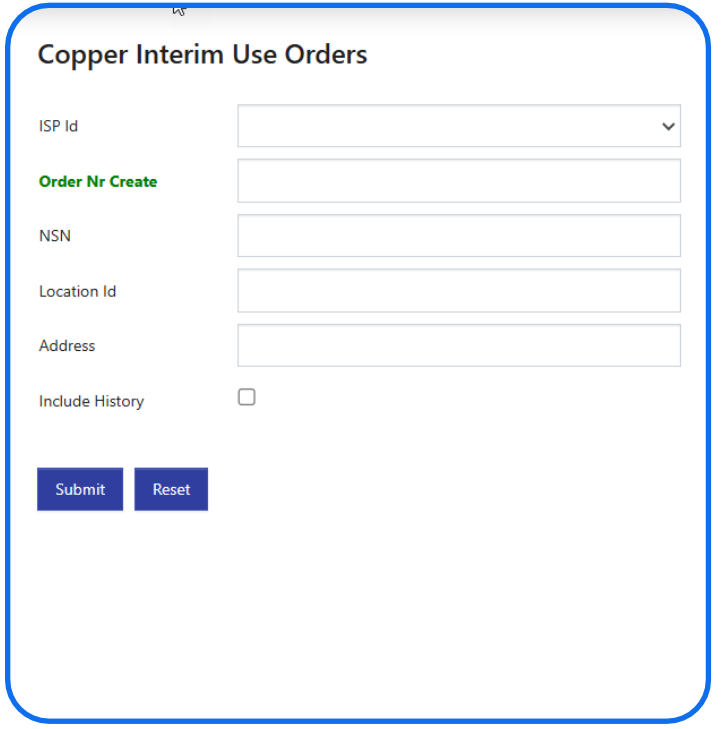
Sad_Inst_Mig_Ind/Order_End_Dt/End_Dt

Information about Instant Migration

Aids & Tools – Copper Phaseout Information

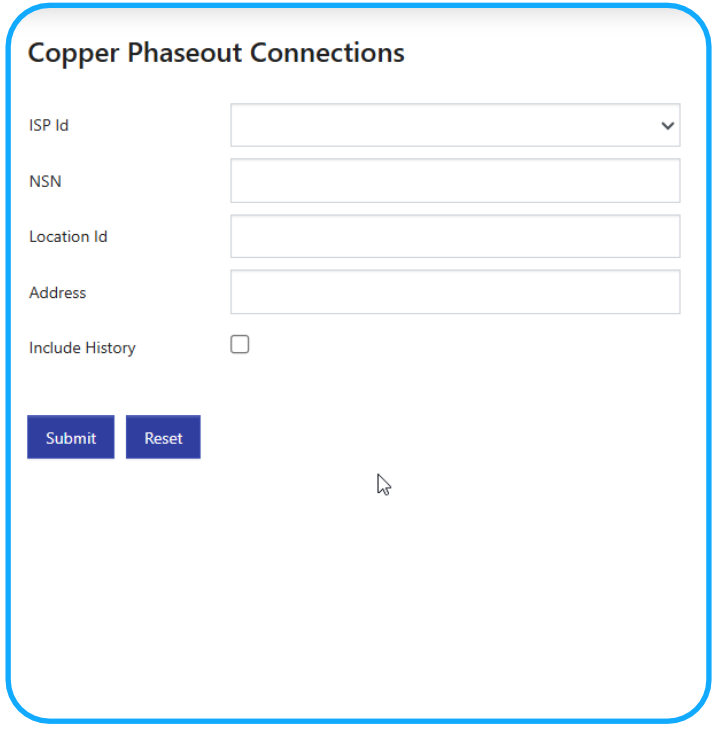
Phaseout information on copper-based connections





Copper Interim Use Orders

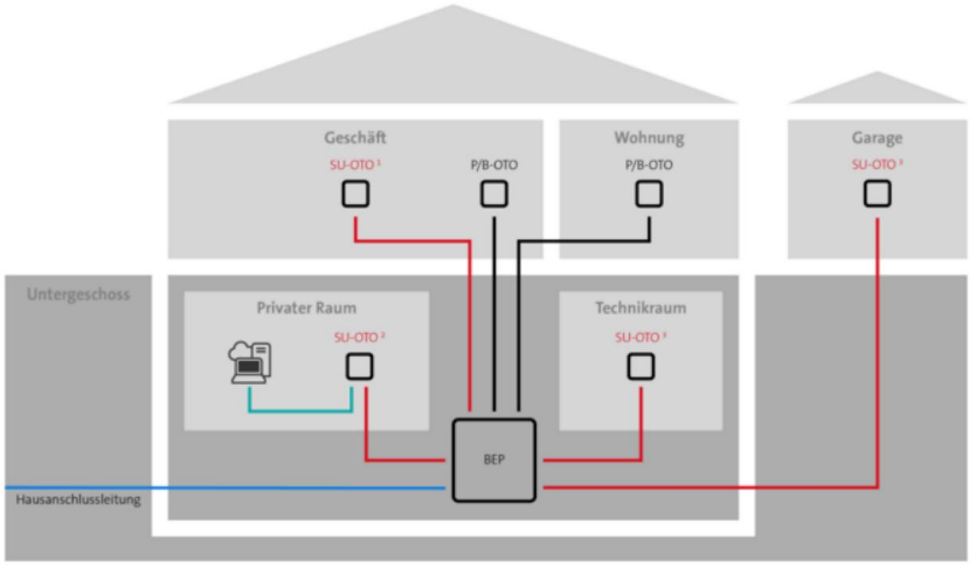
Information on copper orders that were created with a fixed switch-off date



Copper Phaseout Connections

Information on terminated copper connections

Additional fiber optic telecommunication sockets (OTO)



1 SU-OTO als zusätzliche Glasfasersteckdose **innerhalb** der Wohnung oder Geschäft
2 SU-OTO **ausserhalb** der Wohnung oder Geschäft (z. B. privater Keller, Hobbyraum)
3 SU-OTO **ausserhalb** der Wohnung oder Geschäft (z. B. Gebäudesteuerung, Garage)

P/B-OTO: Glasfasersteckdose innerhalb Wohnung oder Geschäft
SU-OTO: Zusätzliche Glasfasersteckdose innerhalb oder ausserhalb einer Wohnung oder Geschäft
BEP: Hausanschlusskasten

The need for technical connections (e.g. for heating control, PV system control, charging stations, etc.) is increasing. These connections require fiber optic telecommunication sockets (OTO), which must also be built outside the utilization units.

In general* the creation of such an additional OTO is subject to a fee and is ordered via Connect Now. **(www.swisscom.ch/connectnow**)

Once the infrastructure order has been successfully completed the services can then be ordered and used as usual via this additional fiber optic telecommunications socket (Zusätzliche OTO aka SU-OTO).

***Additional OTO for migration of terminated copper service**

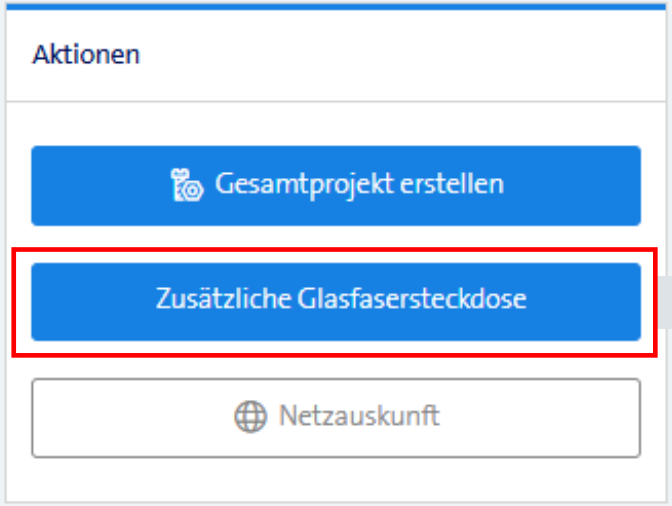
- Additional fiber optic telecommunications sockets, which are required for the migration of terminated copper services, are usually provided free of charge.
- The process is currently being built and informed via release info

Connect Now

Network construction customer order entry portal

The infrastructure order for an additional OTO can be placed via the "connect now", the network construction customer portal **(www.swisscom.ch/connectnow**)
A Swisscom login is required to access "connect now" and can be created free of charge.

Hallo *XYZ*, willkommen bei Swisscom
connect**now**



Instant Migration

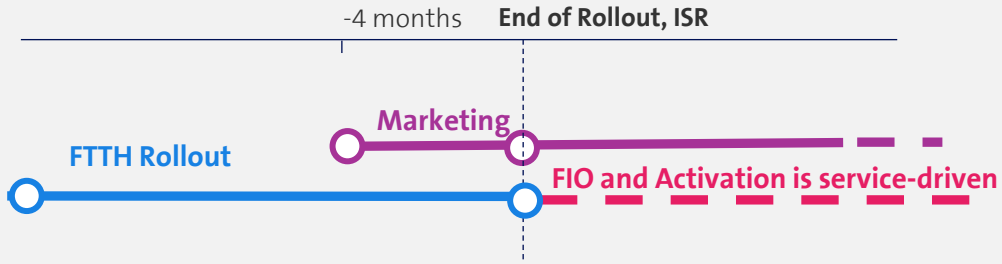
More rapid process to switch customers from copper to fiber

Instant Migration (IM)
What does Swisscom plan

Swisscom is planning a quick(er) connection of its own end customers to fiber in certain areas that will be extended with FTTH in the future (Q3-2026). For this reason, the OTO installation for Swisscom's customers will be carried out proactively and at the same time as the as the buildings are connected. A router that has already been dispatched before the OTO installation can thus be put into operation immediately after completion of construction.

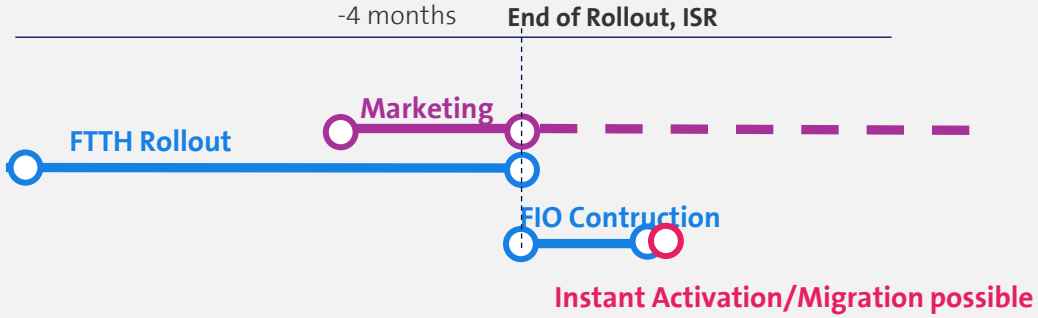
Today (Standard SF process)

So far, the buildings have been connected with FTTH, but the OTO installation and the patching in the CO are only carried out individually and service-driven afterwards. Existing copper customers will therefore be gradually switched to fiber over a long period of time.



New Approach (IM-SF-process)

At the same time as the FTTH development of a building, a demand-orientated OTO expansion is carried out in the respective building. All service orders for the customers concerned are placed immediately after completion of BEP construction and end customers are now being equipped with an OTO in a quick efficient way.



Instant Migration (IM)

What does the new process mean for the ISP?

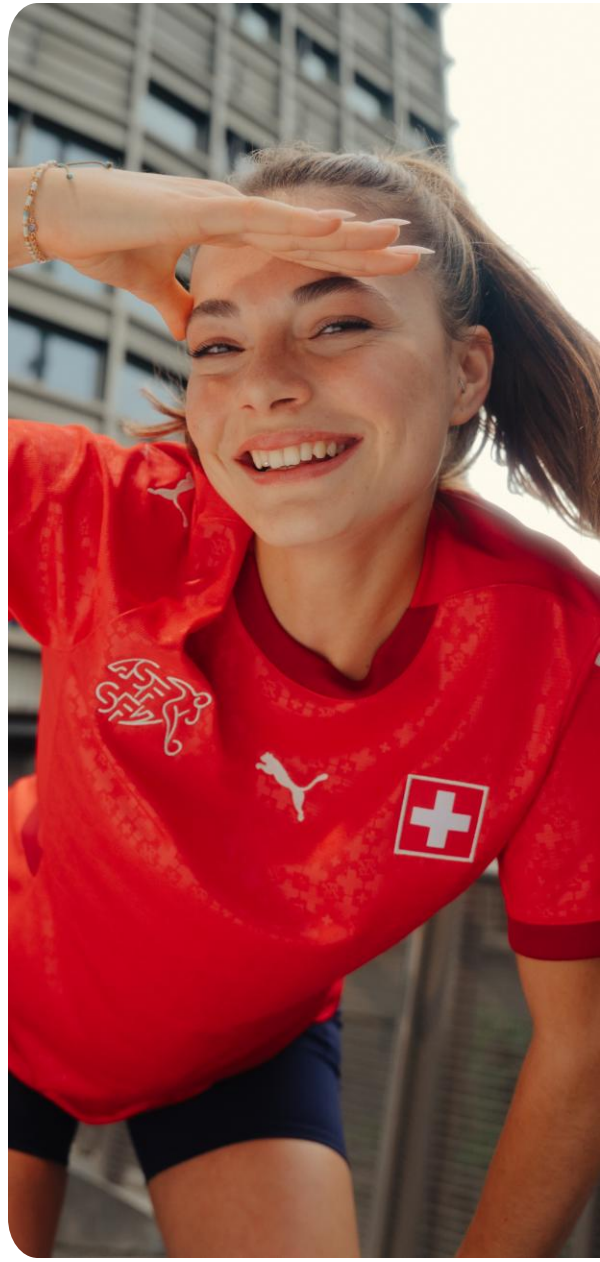
Any service provider can connect all its customers at one address/building in a focused manner to FTTH services and have them equipped with an OTO. Whether they want to do this is their marketing decision.

The IM process supports the efficient deployment of OTO-installers and ensures that the increased demand for construction capacity is made available for all service providers. IM does not differentiate from whom the order has come. (Note: FIO/OTO construction is always linked to a specific service order (ALO or BBCS-F) for an end customer)

If you want to switch all your customers at one address/building to fiber at the "same time", adjustments in communication and possibly also IT and process adjustments are necessary. (e.g. router dispatch)

To participate in Instant Migration, only the BBCS-F or ALO order must be submitted in the WSG in the period between ISR Date and Order End Date.

The current construction/ordering process (service-driven individual order) still exists and can be used without any disadvantages or restrictions.



Instant Migration Timeline

Pilot started March 2nd, 2026

Before Com Date

Area marketing

Poster advertising

From Com Date on

Customized marketing

Additional attributes in RfM list:
IM Indicator
Provides information on whether a location is intended for IM
IM Order End Date
The IM order can be entered up to this date

Before ISR Date

Order acceptance by ISP

Customer orders broadband at the ISP
Collection of orders by the ISP

From ISR Date on

Ordering starts

IM Order acceptance by WSG for 3 working days
No special ordering necessary
Orders which arrive from ISR date to order end date will be flagged automatically as IM Orders

IM Order End Date

Ordering ends

Last IM Order acceptance by WSG.

After Order End Date

Installation & delivery

Arrangement of appointments by Swisscom installation partners with the end customer
In-house installation incl. OTO socket

Delivery of the equipment to the end customer by the ISP

Orders which arrive will be processed along the standard process

IM Installation End Date

Commissioning

Connection of the CPE supplied by the ISP by the end customer
Commissioning of the fibre optic connection by the end customer
Cancellation of the copper connection by the ISP

Instant Migration

- Addresses for which the IM order process is available are provided with corresponding information in the Ready for Marketing/Order (RfM/RfO) file (IM Indicator [Y], IM Order End Date)
- Order which arrive from "ISR" to "IM Order End Date" will be processed automatically as IM orders
- Swisscom collects the IM orders from all ISP at the relevant address and carries out the OTO installations in consultation with the end customers
- Any cancellation of the copper-based service with Swisscom must be carried out by the ISP

Instant Migration - Key take away

To participate in Instant Migration, only the BBCS-F or ALO order must be submitted in the WSG in the period between ISR Date and IM Order End Date.

The current construction/ordering process (service-driven individual order) still exists and can be used without any disadvantages or restrictions (after IM Order End Date / outside IM Area).

Copper Phase Out & Instant Migration

4:05 p.m. Roadmap WSG, Migrations & Processes

5:00 p.m. Apéro

Coffee Break

Roadmap WSG

Refactoring WSG

The WSG system has been used by Swisscom Wholesale for broadband services for more than 20 years and is slowly reaching the **end of its life**.

In recent years, the look and feel has been **modernized** with various adaptations (Angular).

With the refactoring, the software is once again **state of the art**, especially in **terms of security**.

Refactoring WSG Roadmap

ALO Refactoring finished

Programming and testing of refactored WSG for ALO is completed

2023

BBCS-F Refactoring finished

Programming and testing of refactored WSG for BBCS-F is completed

2025

Decommissioning of Classic WSG for ALO and BBCS-F

ALO and BBCS-F are now only available via Refactored WSG

Q2-2027

2024

CoPa Refactoring finished

Programming and testing of refactored WSG for CoPa is completed

Q2-2026

Release of refactored parts

ISPs can start to use refactored WSG GUI and B2B for ALO and BBCS-F

2027 on

Refactoring for BBCS Copper & IP Pool Management

Remaining parts (BBCS-C and IP Pool Management) will follow

Refactoring WSG

GUI

- From Q2-2026, a button in the GUI of ALO and BBCS-F will offer the option of switching to the new refactored WSG.
- From Q3-2026, the GUI is Refactored WSG by default and you can return to Classic WSG using a button.
- From Q2-2027, only Refactored WSG will be offered.

B2B

- The B2B interface is only available on REST and must be activated via the Swisscom Digital Marketplace.
- Currently this process is not yet fully completed. We will provide further information soon.

Migrations & Processes

FTTH UMSA with CO Move

Situation

As part of Swisscom's ongoing network modernization CO that have already been upgraded with FTTH may also be abandoned.

In contrast to the BBCS, the switchover of the affected ALO connections to the equipment at the new locations must be coordinated comprehensively with the ISP. This requires a new and appropriate process.

New Process, UMSA with Central Office (CO) Move

A new UMSA with CO Move Process aligns the FTTH migration (Fiber UMSA) and the CO change into a single streamlined activity.

This coordinated process ensures optimized planning, reduced downtime, and a consistent customer experience across all affected addresses.

This process applies exclusively to FTTH connections, including FTTH@FTTO. Copper lines are not in scope.

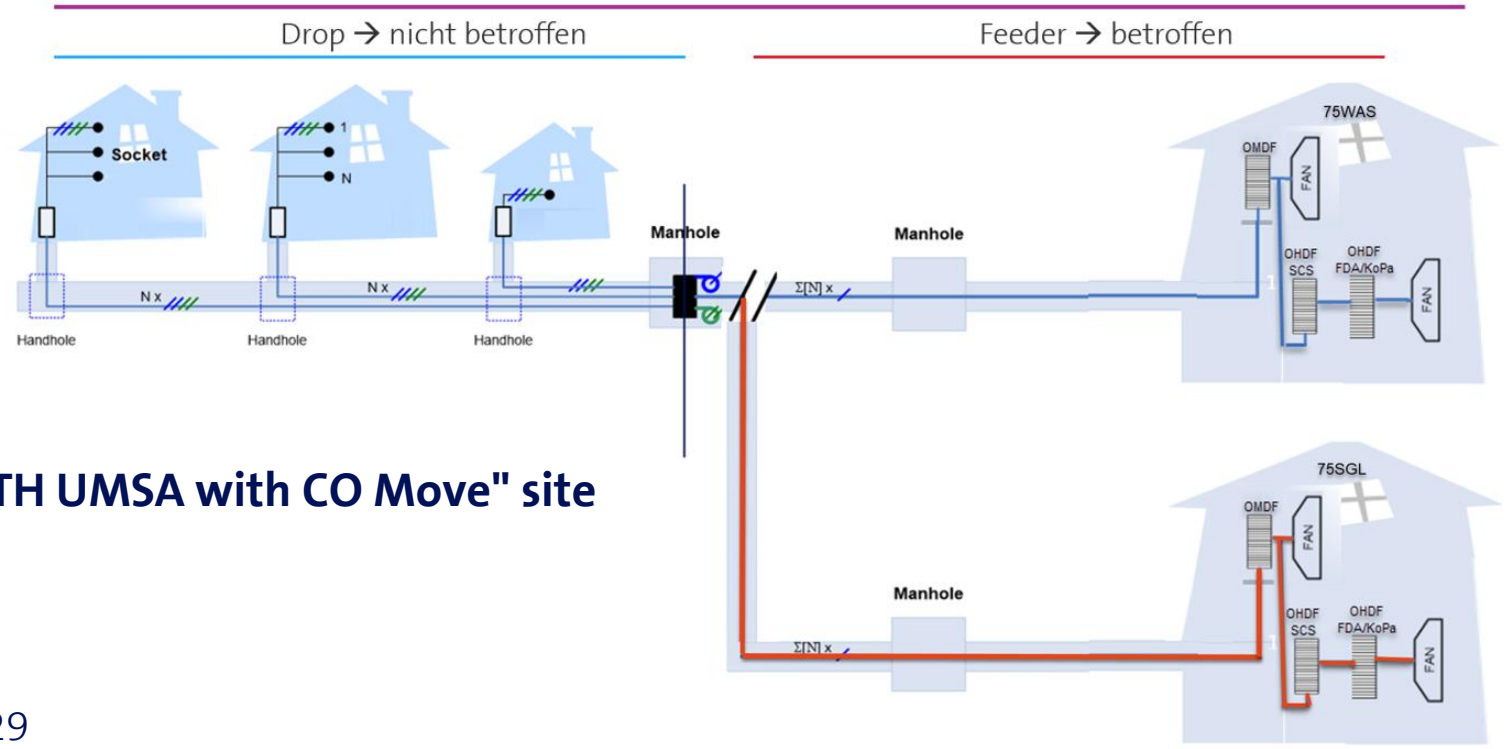
Timeline:

This new process will be applied for the first time in connection with the decommissioning of the Central Office 750WAS in St. Gallen, marking a key milestone in Swisscom's infrastructure transformation roadmap.

The migration will begin in July 2026, with the entire program to be completed by 2029. Migrations will be performed in phases, feeder cable by feeder cable, ensuring a structured and coordinated rollout.

A detailed overview of the affected feeder cables is being prepared and will be available on WSG as soon as possible.

FTTH UMSA with CO Move



CO "Wassergasse SG" is the first "FTTH UMSA with CO Move" site

- Pilot scheduled for July 26
- Migration period from July 26 to Feb 29

Comprehensive details on UMSA with CO Switch, the migration planning, and the technical process will be provided in the upcoming Release Info.

Swisscom will continue to keep you proactively informed throughout the program and remains available for any questions.

Network Diagnostics Evolution
Incident System – Cloud Migration

What are we doing?

We are migrating our Incident system (subsystem of WSG) to the cloud.

This step modernizes our service platform and creates the foundation for more flexibility, scalability, and efficiency in the future.

Why are we doing it?

The migration is a strategic initiative to make the platform future-ready.

By moving to the cloud, we can implement technological enhancements faster, improve system stability, and strengthen overall operational resilience.

It ensures the platform continues to evolve with Swisscom's long-term technology roadmap.

When will it happen?

The migration will take place over the weekend of

24–25 May 2026.

During this time, the Incident system will not be available, and no Assurance Tickets can be created automatically from WSG.

How are urgent cases handled?

For urgent situations, the established Incident creation procedure will apply the same proven concept that has been in place for years and is used during official WSG release downtimes.

This ensures business continuity and reliable support throughout the migration.

Network Diagnostics Evolution
Transition from NA-SMS Services to Access Info

NA-SMS (BBCS Copper only)

Many of our customers currently use an established SMS-based solution to perform technical diagnostics and configuration changes on copper access lines.

Using a dedicated code provided by SCS, ISP technicians can trigger specific operational commands via predefined SMS text combinations. These commands enable several functions, including:

- FPC (Fast Profile Change)
- LQD (Line Quality Diagnosis – 2 minutes / 24 hours)
- Additional diagnostic and optimisation commands

The request is processed through the SCS platform, and the results are returned to the technician via SMS.

This solution is used today and currently supports copper-based BBCS services only.

Access Info (BBCS Copper and Fiber)

As part of the ongoing technological evolution, the existing SMS-based solution will be gradually phased out.

The new solution introduces a modern platform provided by Swisscom that significantly extends the current capabilities:

- Support for both copper and fibre services

Direct system access for technicians via individual user logins. Results and responses delivered via email instead of SMS, improved security, transparency and scalability

The ISP will remain responsible for user management, including the creation and administration of technician access rights.

Further details regarding the release timeline and implementation will be communicated through the established Release Information channel.

Replacement (lifecycle) of transport network BBCS BX-Roadmap

End of sales 100Base-BX10

Rollout FANO begins

Q2-2026

Migration von FAN auf FANO

Only1000Base-BX10 or XGS-PON supported with BBCS

2029 on

XGS-PON

No BX supported

2036 on

Q4-2028

End of sales 1000Base-BX10

End of support for100Base-BX10

Q4-2035

Disconnect remaining 1000Base-BX10

End of migration towards XGS-PON for all BX access

- Existing network elements (fiber access nodes - FAN) for BX and XGS-PON technologies are approaching the end of their life cycle
- Rollout of the new generation of Future Access Nodes Optical, called FANO begins in 2026
- 100BASE-BX10 technology is no longer supported on the new FANO
- replace your 100Mbit/s-BX hardware with 1Gbit/s-capable models before end of 2028

Replacement (lifecycle) of transport network BBCS
Roadmap Fiber & Copper Access Node (xAN) Migration

March 2026

Migration pilot

- Finalize development
- Everything tested e2e
- Customers informed
- Ready for Pilot

September 2026

- Tuggen SZ (week 36)
- Signau BE (week 37)
- Fällanden ZH (week 38)

November 2026

Start scaled migration

- Scale migration to the needed volumes

All xAN migrated

- Migration finished

31.12.2027

Facts & Figures

- 11’000 xAN (Copper & Fiber) & 22’000 uplink migration to Titan/ODM
- 2,5 Mio customers
- Sept 26 until end of Dec 27
- During weeknight 00:00 – 06:00 (mon-thu)

Prior notification of your impacted Accesses via Migration Projects (Reason ID 75)

Estimated 4-minute service interruption and additionally a change of IP address for DHCP Accesses

Roadmap WSG, Migration & Processes


Thank You!
swisscom