

Support Document Digital Marketplace

Version	1-1
Issue Date	07.11.2025
Ersetzt Version	1.0
Valid from	01.01.2026
Contract	Anhang zu Nutzungsbestimmungen-Portal

Inhaltsverzeichnis

1	General.....	3
2	User Management	3
3	Support.....	4
4	Sign up for a DM account	5
5	Service Subscription.....	10
5.1	Access.....	10
5.2	Data	18
5.2.1	Data (MEF).....	26
5.3	Infrastructure.....	34

1 General

This is a supporting document. It describes the onboarding process to the "Digital Marketplace" which is necessary to use the refactored webservices of the products: ALO, CoPa, BBCS-F and Data.

Start your digital journey

The Swisscom Digital Marketplace is a technology-agnostic Web portal that serves the user journey of Swisscom's service consumers and providers with a strong focus on accessibility, simplicity and usability.



The Digital Marketplace provides you with the best tools and support to discover and evaluate digital products, accessing related business information, technical documentation as well as customers feedback.



You can also subscribe to digital products and, where applicable, get instant access to related APIs. Feel free to share your opinion with the Digital Marketplace community.

2 User Management

The Digital Marketplace does not manage user accounts or login information, as this is handled by Swisscom login systems. Therefore, to use this platform, you must have a valid Swisscom account.

If you need additional support, check the Swisscom Login help page by searching for "Swisscom Digital Marketplace". On the login page you'll find the help section "Learn how to register!".

Once you have a valid Swisscom Login account, you can proceed and sign up for a DM account.

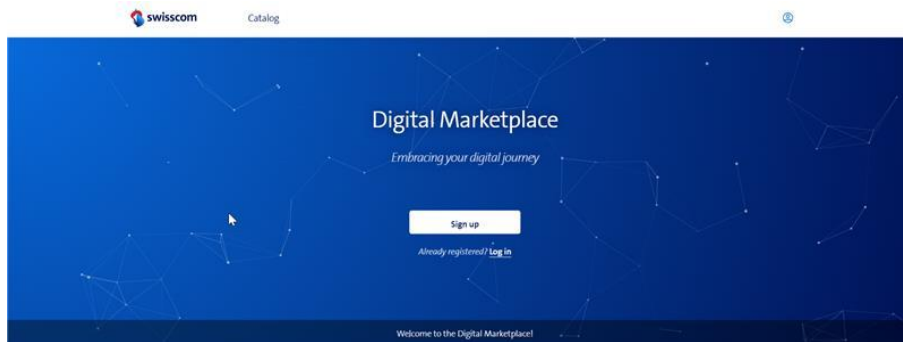
3 Support

For administrative support please write at Wholesale.DigitalMarketplace@swisscom.com.

For **technical support** a Swisscom login is required. Once you have a valid Swisscom Login please enter the Digital Marketplace for technical support.

4 Sign up for a DM account

1. Link: <https://digital.swisscom.com/>



2. Enter a valid mobile number

Sign up to Swisscom Digital Marketplace



Phone number

Digital Marketplace will use your phone as second factor of authentication.

* International prefix

* Mobile number

Validate



3. You will receive an SMS to confirm your phone number



4. To Sign up to Swisscom Digital Marketplace personal and business information are needed

Personal information

Please provide the following information.

* First name

! First name is required.

* Last name

* Country of residence

What kind of profile do you want to create?

- ☐ a personal profile
- ☒ a business profile

Business profile creation

* Company name

* Street

* Nr.

* City

* Zip



Sign up to Swisscom Digital Marketplace ✕

* Company name
HPE Schweiz ✓

* Street
Bahnhofplatz ✓

* Nr.
10b ✓

* City
Bern ✓

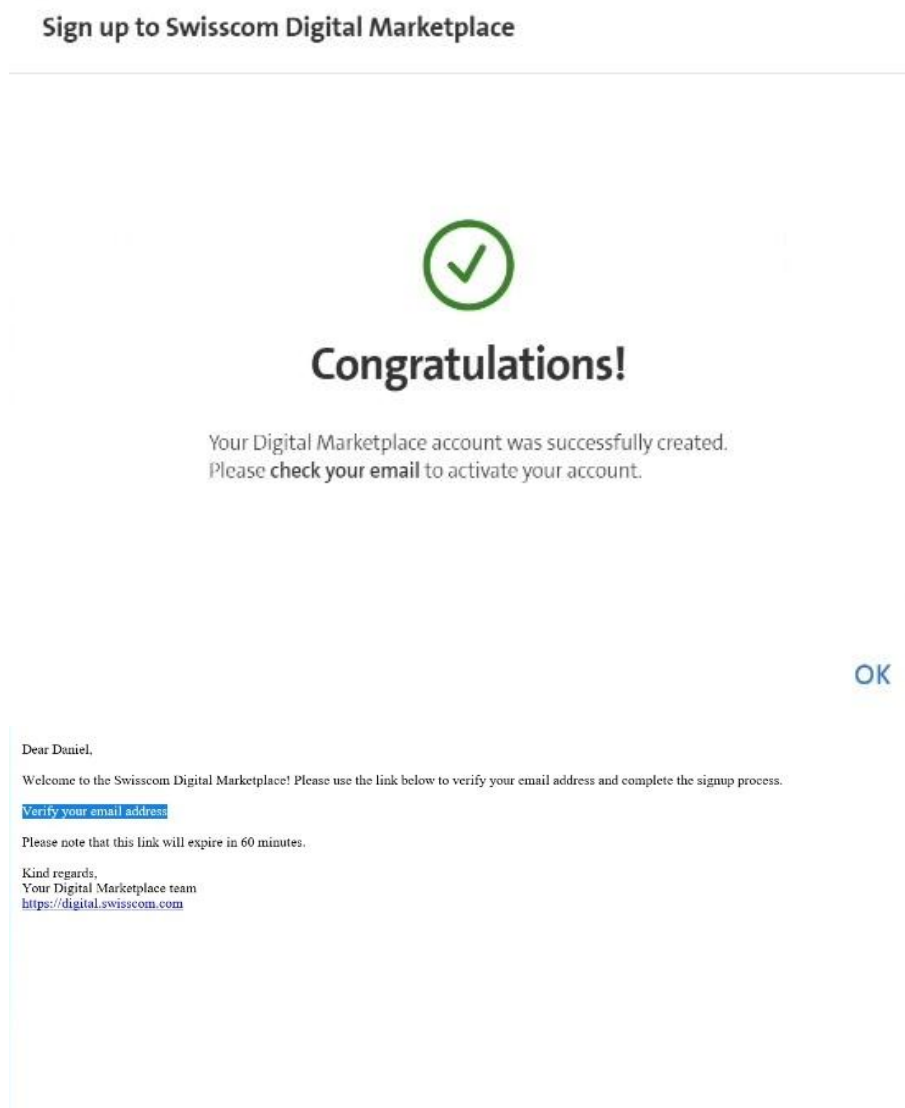
* Zip
3011 ✓

* Country
Switzerland (CH) ▼

☒ I'm allowed to create a business profile for this company

< ••••• >

5. After the sign up you receive an email to verify your email address



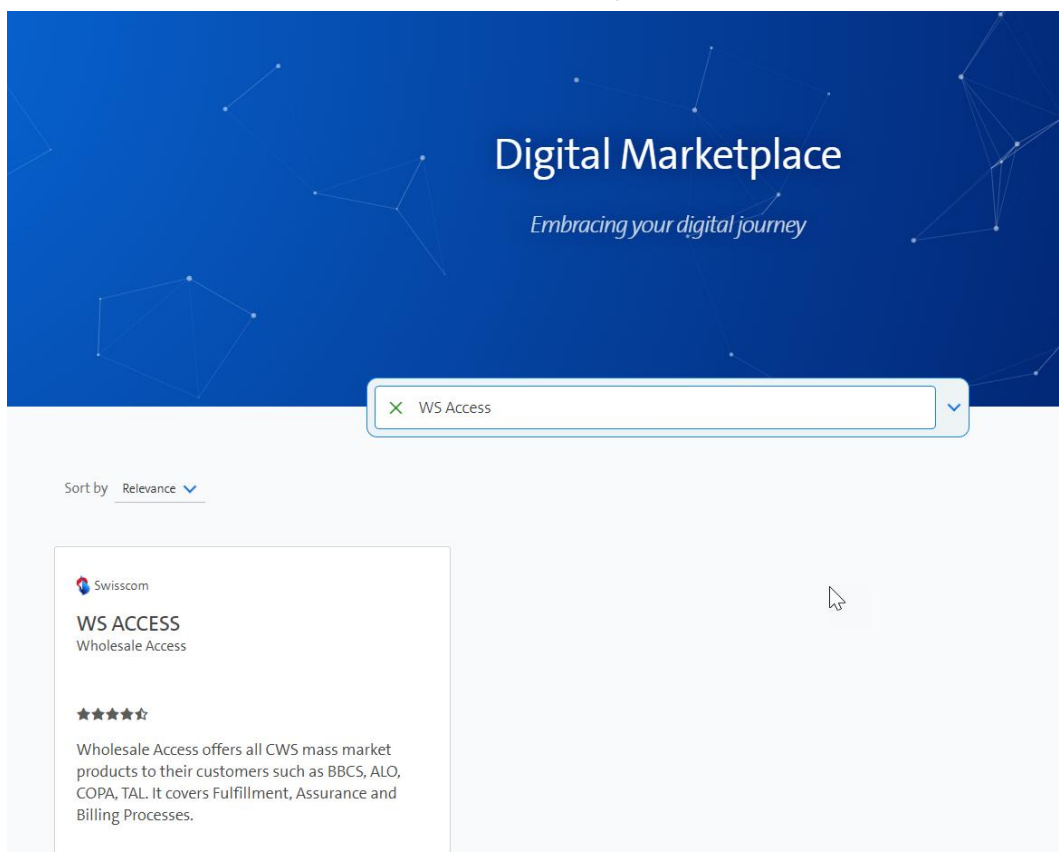
6. After activation, Digital Marketplace catalogue should be present on first Log in to <https://digital.swisscom.com/>

5 Service Subscription

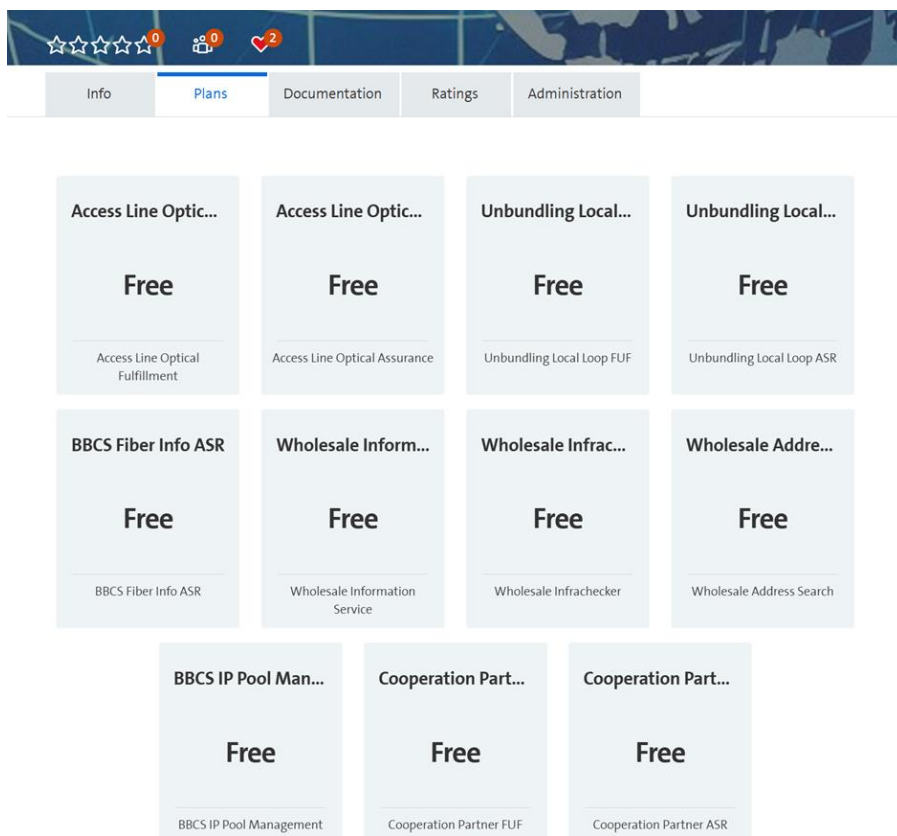
1. Search for the required service in the Catalog

5.1 Access

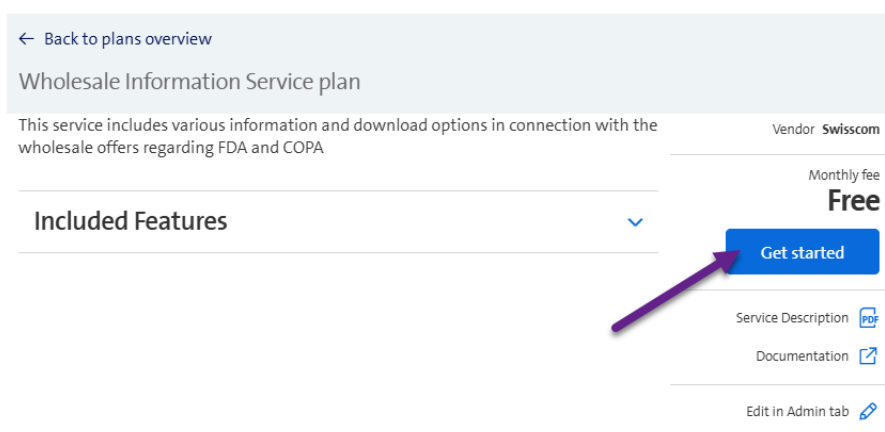
1. Search for the required service "Access" in the Catalog



2. Select your product and go to the “Plans” section. Here you have the possibility to create your own credentials for ISP or Production environment.



3. In the selected plan click on “Get started” button



4. Start creating a new subscription choosing the company you entered before

Your new Subscription

Product	WSG	Free
Plan	Wholesale Information Service	
Vendor	Swisscom	

Select the profile you want to subscribe with

-- Please select --

-- Please select --

Swisscom (Schweiz) AG (CH)

Create a new profile

Your new Subscription

Product	WSG	Free
Plan	Wholesale Information Service	
Vendor	Swisscom	

By subscribing to the plan you agree to the following:

☒ I accept the [Terms and Conditions](#)

☒ I accept the [Service Description](#)

☒ Accessing C2 Data, I will comply to the [Swisscom Security Policy](#)

<

• •


OK

5. Once a new subscription is created, you need to activate your credentials – Click on Start under “Credentials” Tab

Overview **Credentials** Analytics Access History Support

Sandbox INACTIVE

Activate your test Credentials

 Start

6. Set a label for your credentials

Activate your credentials ✕

Set Credentials Label (for your reference)

✓

7.

Set your BAKOM ISP ID

Activate your credentials

Isp Id

777710



8.

Activation process will be validated using a validation code sent via the registered mobile number

An SMS with the validation code has been sent to your registered mobile number

Validation code

 Resend

Activate your credentials



Activation was successfully requested.

OK

9.

Newly created credentials can now be viewed under Sandbox dropdown

Overview
Credentials
Analytics
Access
History
Support

Sandbox

ACTIVE

Activated on 07.05.2024 14:06.

OAuth 2.0 Credentials

Use the interactive example to learn how to get access and start using the API.
Click on 'Show' to unmask your credentials and then 'Get started' to access sample calls with your credentials already embedded in them.
For more information, consult our [resources](#) page.

Show Credentials

Settings

Reference label (e.g. your Application name)

ALO FUF ISP

Submitted settings

Isp Id
777710

☐ IP whitelisting

Save

Activated on 07.05.2024 14:06.

OAuth 2.0 Credentials

Use the interactive example to learn how to get access and start using the API.
Click on 'Show' to unmask your credentials and then 'Get started' to access sample calls with your credentials already embedded in them.
For more information, consult our [resources](#) page.

Client Id

.....

🔍

Client Secret

.....

🔍

Get started

10.

The URL, Version and API Documentation can be found after credential validation under the Product “Documentation” tab

Select the plan

Wholesale Information Service

Select the version

2

Download

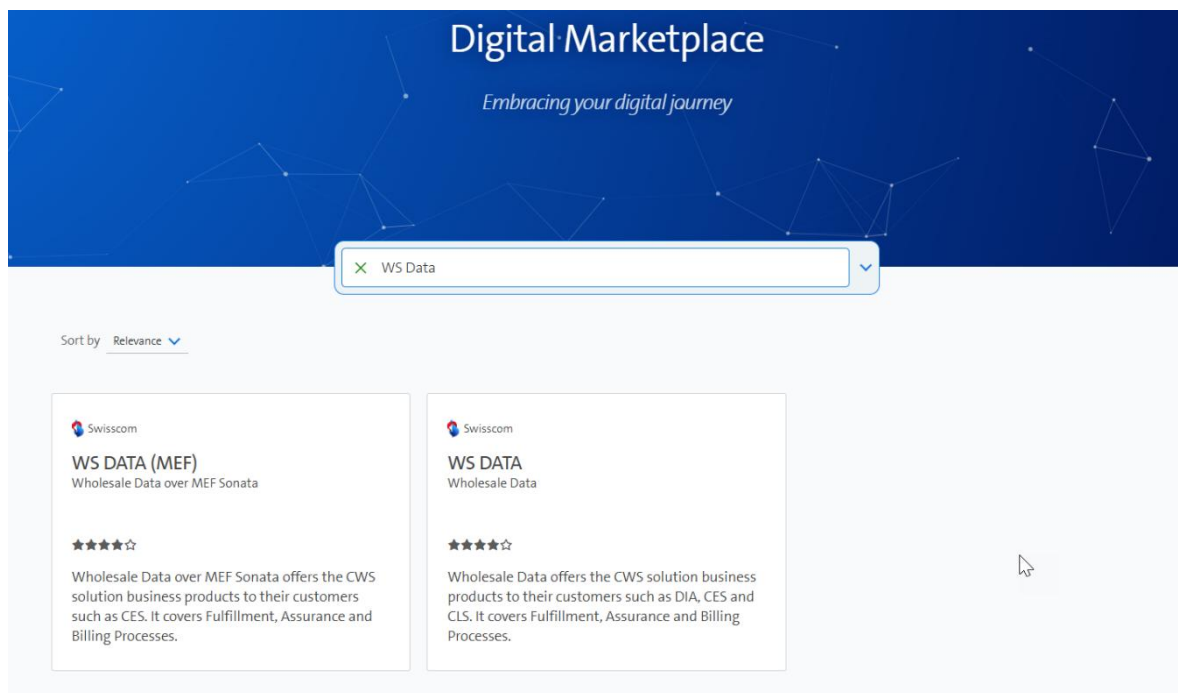
Production Url: <https://api.swisscom.com/layer/wsg/wholesale-information-service>

Sandbox Url: <https://api.staging.swisscom.com/layer/wsg/wholesale-information-service>

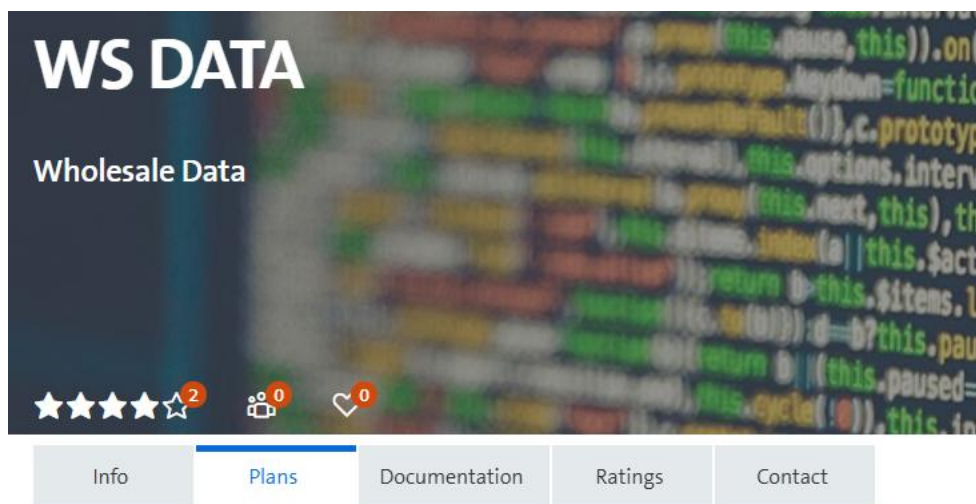
/rest/v2/ticket/update/{ticketId}	POST
/rest/v2/ticket/list	POST
/rest/v2/ticket/create	POST
/rest/v2/ticket/cancel/{ticketId}	POST
/rest/v2/ticket/get/{ticketId}	GET

5.2 Data

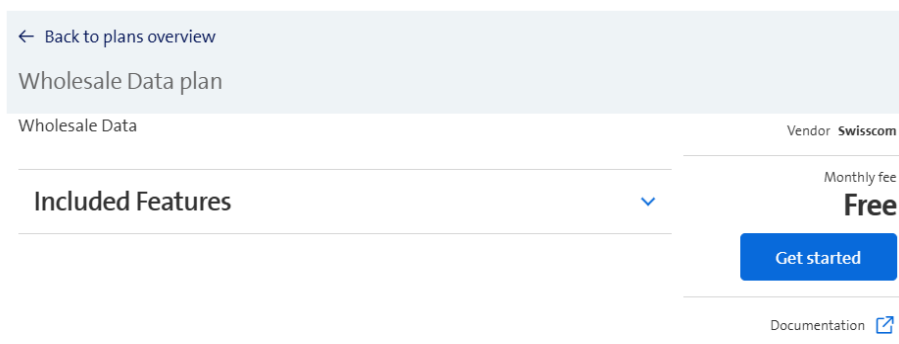
- ¹ Search for the required service "WS Data" in the Catalog



2. Select your product and go to the “Plans” section. Here you have the possibility to create your own credentials for ISP or Production environment.



3. In the selected plan click on “Get started” button



Your new Subscription

Product

WS DATA

Plan

Wholesale Data

Vendor

Swisscom

Free

Select the profile you want to subscribe with

-- Please select --

-- Please select --

Swisscom (Schweiz) AG (CH)

Create a new profile

Your new Subscription

Product

Plan

Vendor

WS DATA

Wholesale Data

Swisscom

Free

By subscribing to the plan you agree to the following:

☒

I accept the [Terms and Conditions](#)

☒

I accept the [Service Description](#)

☒

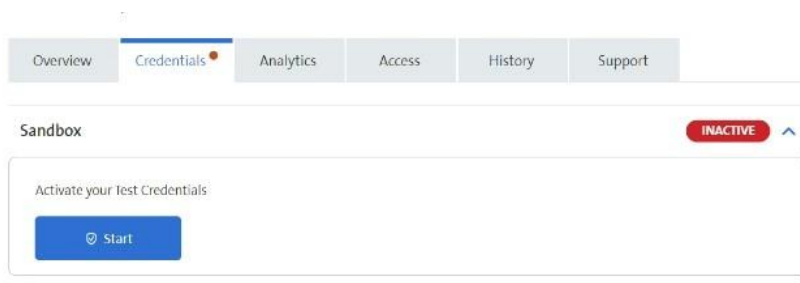
Accessing C2 Data, I will comply to the [Swisscom Security Policy](#)

<

• •

OK

5. Once a new subscription is created, you need to activate your credentials – Click on Start under “Credentials” Tab



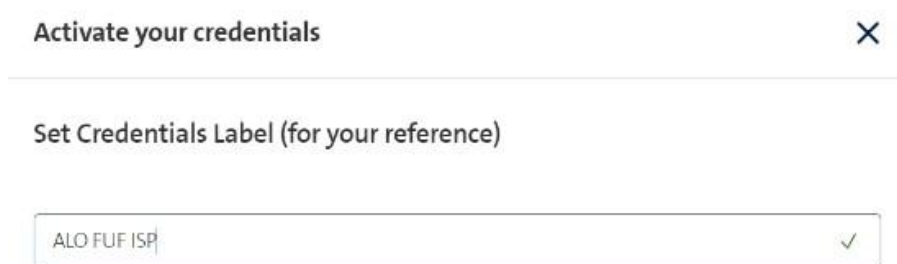
Overview | **Credentials** | Analytics | Access | History | Support

Sandbox INACTIVE

Activate your Test Credentials

[Start](#)

6. Set a label for your credentials



Activate your credentials ✕

Set Credentials Label (for your reference)

ALO FUF ISP ✓

7. Set your BAKOM ISP ID



Activate your credentials

Isp Id

777710



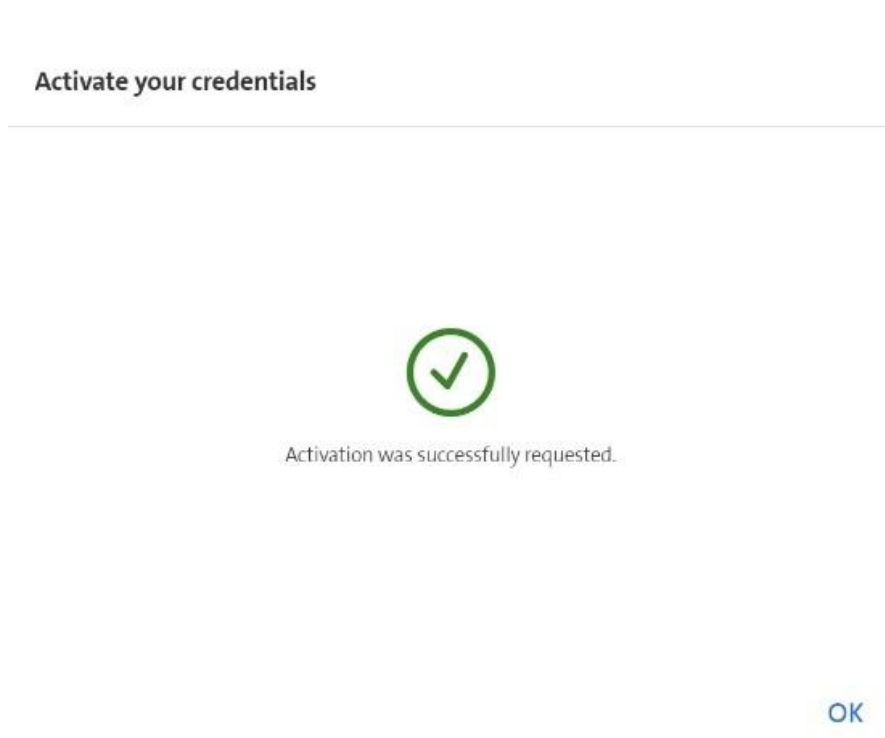
8.

Activation process will be validated using a validation code sent via the registered mobile number

An SMS with the validation code has been sent to your registered mobile number

Validation code

 Resend



9. Newly created credentials can now be viewed under Sandbox dropdown

Overview

Credentials

Analytics

Access

History

Support

Sandbox

ACTIVE

Activated on 07.05.2024 14:06.

OAuth 2.0 Credentials

Use the interactive example to learn how to get access and start using the API.
Click on 'Show' to unmask your credentials and then 'Get started' to access sample calls with your credentials already embedded in them.
For more information, consult our [resources](#) page.

Show Credentials

Settings

Reference label (e.g. your Application name)

ALO FUF ISP

Submitted settings

Isr Id

777710

IP whitelisting

Save

Activated on 07.05.2024 14:06.

OAuth 2.0 Credentials

Use the interactive example to learn how to get access and start using the API.
Click on 'Show' to unmask your credentials and then 'Get started' to access sample calls with your credentials already embedded in them.
For more information, consult our [resources](#) page.

Client Id









.....

Client Secret

.....

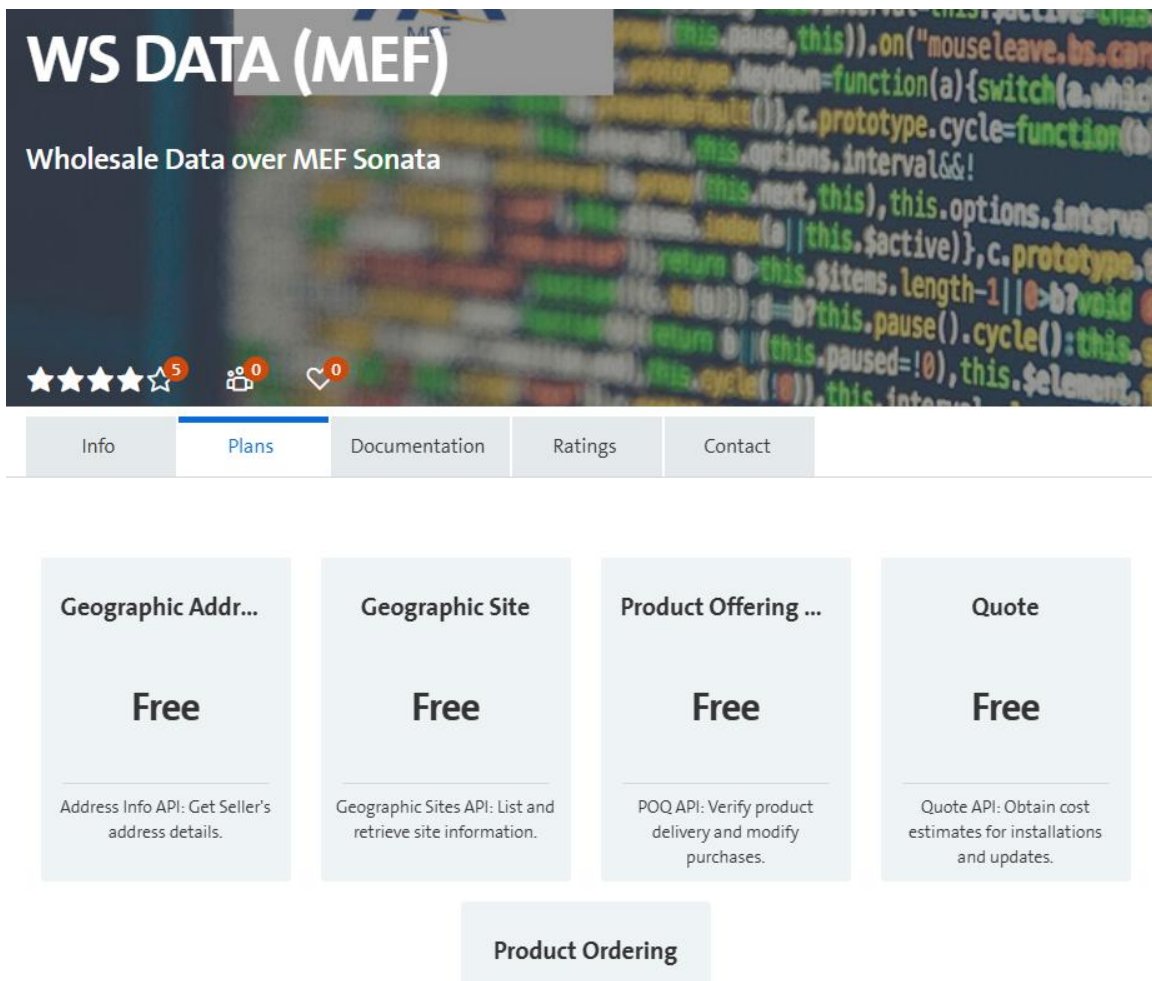
Get started

10. The URL, Version and API Documentation can be found after credential validation under the Product “Documentation” tab

Select the plan	Select the version	
Wholesale Information Service 	2 	 Download
<hr/>		
Production Url: https://api.swisscom.com/layer/wsg/wholesale-information-service		
Sandbox Url: https://api.staging.swisscom.com/layer/wsg/wholesale-information-service		
<hr/>		
/rest/v2/ticket/ update/{ticketid}		
/rest/v2/ticket/ list		
/rest/v2/ticket/ create		
/rest/v2/ticket/ cancel/{ticketid}		
/rest/v2/ticket/ get/{ticketid}		

5.2.1 Data (MEF)

1. Select your product and go to the “Plans” section. Here you have the possibility to create your own credentials for ISP or Production environment.



WS DATA (MEF)

Wholesale Data over MEF Sonata

★★★★☆ 5

Info Plans Documentation Ratings Contact

Geographic Addr...	Geographic Site	Product Offering ...	Quote
Free	Free	Free	Free
Address Info API: Get Seller's address details.	Geographic Sites API: List and retrieve site information.	POQ API: Verify product delivery and modify purchases.	Quote API: Obtain cost estimates for installations and updates.

Product Ordering

3. In the selected plan click on “Get started” button

[← Back to plans overview](#)

Product Offering Qualification plan

The Product Offering Qualification (POQ) Management API allows a Buyer to check whether the Seller can deliver a product or set of products from among their product offerings at the geographic address or a service site specified by the Buyer; or modify a previously purchased product.

Included Features

▼

Vendor **swisscom**

Monthly fee

Free

[Get started](#)

Documentation [↗](#)

Your new Subscription

Product

Plan

Vendor

WS DATA (MEF)

Product Offering Qualification

Swisscom

Free

Select the profile you want to subscribe with

-- Please select --

-- Please select --

Swisscom (Schweiz) AG (CH)

Create a new profile

>

Your new Subscription

Product

Plan

Vendor

WS DATA (MEF)

Product Offering Qualification

Swisscom

Free

By subscribing to the plan you agree to the following:

☒

I accept the [Terms and Conditions](#)

☒

I accept the [Service Description](#)

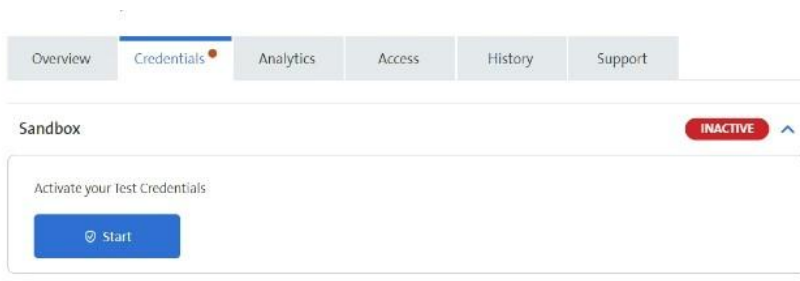
☒

Accessing C2 Data, I will comply to the [Swisscom Security Policy](#)

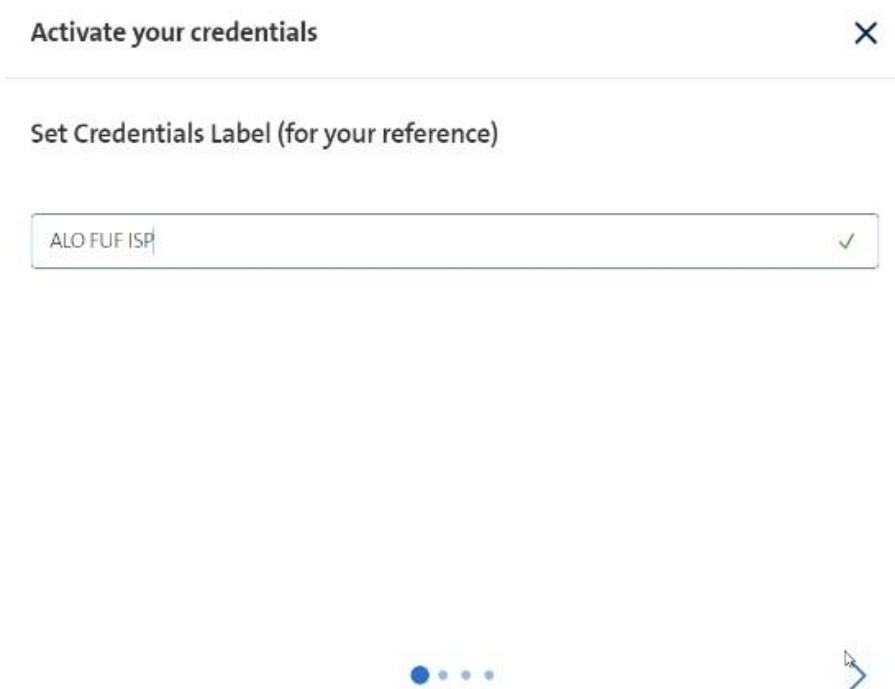
<

OK

5. Once a new subscription is created, you need to activate your credentials – Click on Start under “Credentials” Tab



6. Set a label for your credentials



7.

Set your BAKOM ISP ID

Activate your credentials

Isp Id

777710



8.

Activation process will be validated using a validation code sent via the registered mobile number

An SMS with the validation code has been sent to your registered mobile number

Validation code

 Resend

Activate your credentials



Activation was successfully requested.

OK

9.

Newly created credentials can now be viewed under Sandbox dropdown

Overview
Credentials
Analytics
Access
History
Support

Sandbox

ACTIVE

Activated on 07.05.2024 14:06.

OAuth 2.0 Credentials

Use the interactive example to learn how to get access and start using the API.
Click on 'Show' to unmask your credentials and then 'Get started' to access sample calls with your credentials already embedded in them.
For more information, consult our [resources](#) page.

Show Credentials

Settings

Reference label (e.g. your Application name)

ALO FUF ISP

Submitted settings

Isr Id

777710

IP whitelisting

Save

Activated on 07.05.2024 14:06.

OAuth 2.0 Credentials

Use the interactive example to learn how to get access and start using the API.
Click on 'Show' to unmask your credentials and then 'Get started' to access sample calls with your credentials already embedded in them.
For more information, consult our [resources](#) page.

Client Id

.....

Client Secret

.....

Get started

10.

The URL, Version and API Documentation can be found after credential validation under the Product “Documentation” tab

Select the plan

Wholesale Information Service

Select the version

2

Download

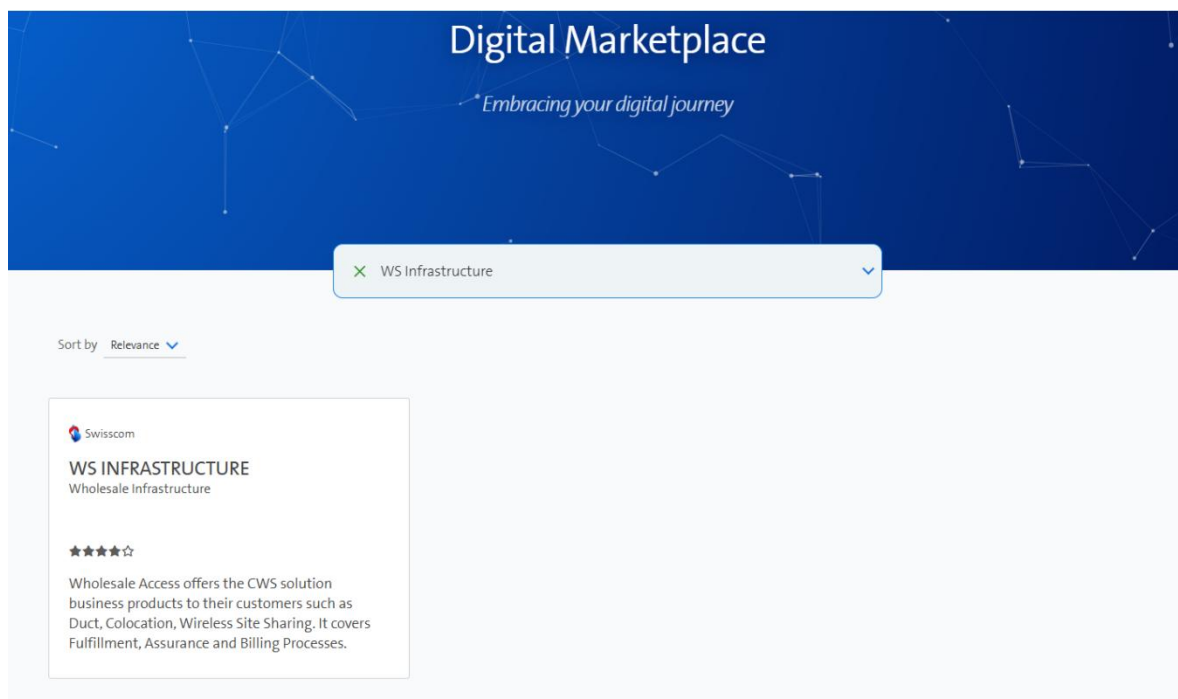
Production Url: <https://api.swisscom.com/layer/wsg/wholesale-information-service>

Sandbox Url: <https://api.staging.swisscom.com/layer/wsg/wholesale-information-service>

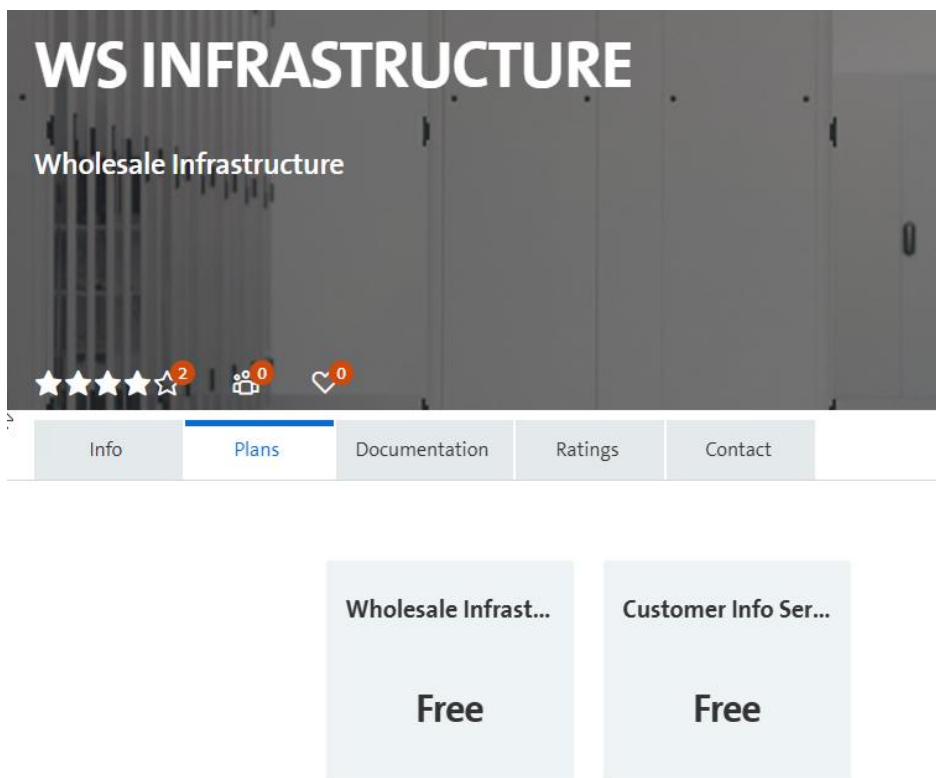
/rest/v2/ticket/update/{ticketId}	POST
/rest/v2/ticket/list	POST
/rest/v2/ticket/create	POST
/rest/v2/ticket/cancel/{ticketId}	POST
/rest/v2/ticket/get/{ticketId}	GET

5.3 Infrastructure

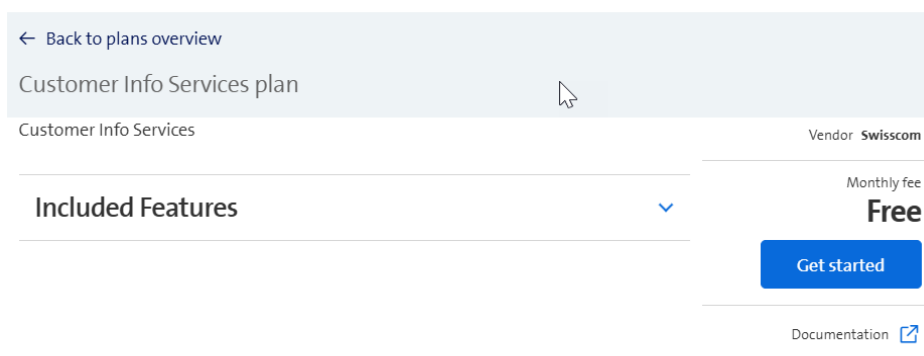
- ¹ Search for the required service "Infrastructure" in the Catalog



2. Select your product and go to the “Plans” section. Here you have the possibility to create your own credentials for ISP or Production environment.



3. In the selected plan click on “Get started” button



Your new Subscription

Product

WS INFRASTRUCTURE

Plan

Customer Info Services

Vendor

Swisscom

Free

Select the profile you want to subscribe with

-- Please select --

-- Please select --

Swisscom (Schweiz) AG (CH)

Create a new profile

Your new Subscription

Product

WS INFRASTRUCTURE

Plan

Customer Info Services

Vendor

Swisscom

Free

By subscribing to the plan you agree to the following:

☒

I accept the [Terms and Conditions](#)

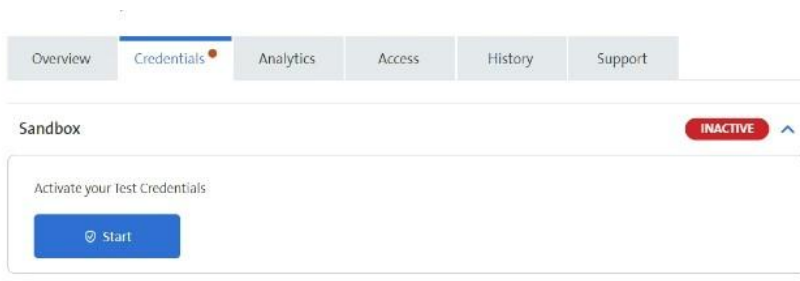
☒

I accept the [Service Description](#)

☒

Accessing C2 Data, I will comply to the [Swisscom Security Policy](#)

5. Once a new subscription is created, you need to activate your credentials – Click on Start under “Credentials” Tab



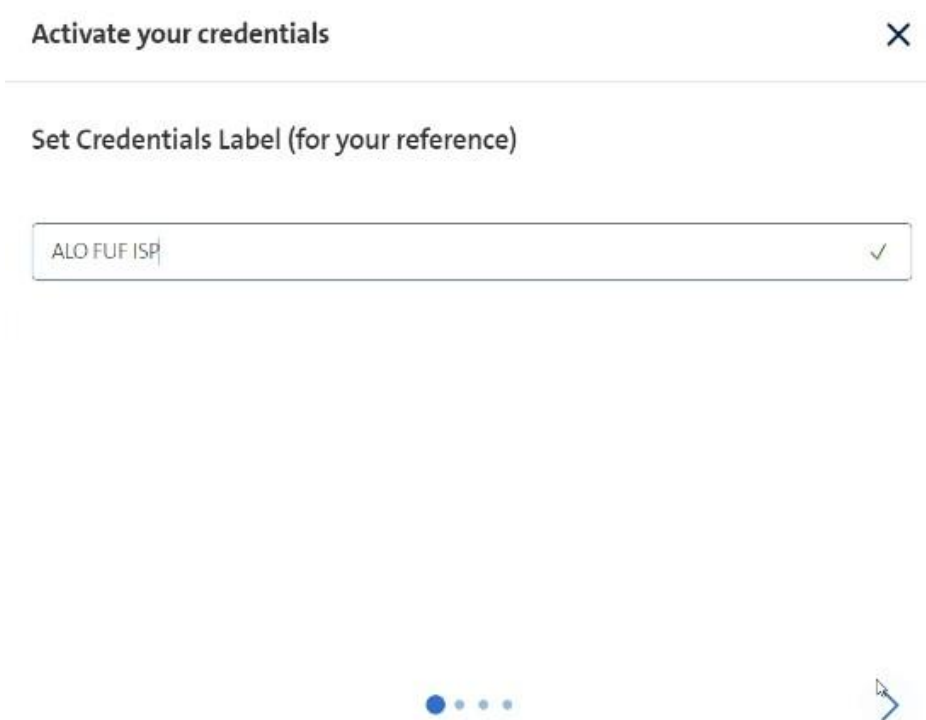
Overview | **Credentials** | Analytics | Access | History | Support

Sandbox INACTIVE

Activate your Test Credentials

[Start](#)

6. Set a label for your credentials



Activate your credentials ✕

Set Credentials Label (for your reference)

ALO FUF ISP ✓

... ➤

7.

Set your BAKOM ISP ID

Activate your credentials

Isp Id

777710



8.

Activation process will be validated using a validation code sent via the registered mobile number

An SMS with the validation code has been sent to your registered mobile number

Validation code

 Resend

Activate your credentials



Activation was successfully requested.

OK

9.

Newly created credentials can now be viewed under Sandbox dropdown

Overview
Credentials
Analytics
Access
History
Support

Sandbox

ACTIVE

Activated on 07.05.2024 14:06.

OAuth 2.0 Credentials

Use the interactive example to learn how to get access and start using the API.
Click on 'Show' to unmask your credentials and then 'Get started' to access sample calls with your credentials already embedded in them.
For more information, consult our [resources](#) page.

Show Credentials

Settings

Reference label (e.g. your Application name)

ALO FUF ISP

Submitted settings

Isp Id
777710

☐ IP whitelisting

Save

Activated on 07.05.2024 14:06.

OAuth 2.0 Credentials

Use the interactive example to learn how to get access and start using the API.
Click on 'Show' to unmask your credentials and then 'Get started' to access sample calls with your credentials already embedded in them.
For more information, consult our [resources](#) page.

Client Id

.....

🔍

Client Secret

.....

🔍

Get started

10.

The URL, Version and API Documentation can be found after credential validation under the Product “Documentation” tab

Select the plan
Wholesale Information Service

Select the version
2

Download

Production Url: <https://api.swisscom.com/layer/wsg/wholesale-information-service>

Sandbox Url: <https://api.staging.swisscom.com/layer/wsg/wholesale-information-service>

/rest/v2/ticket/update/{ticketid}	POST
/rest/v2/ticket/list	POST
/rest/v2/ticket/create	POST
/rest/v2/ticket/cancel/{ticketid}	POST
/rest/v2/ticket/get/{ticketid}	GET