

Smart Business Connect

The IP-based communications solution with virtual PBX (hosted).

Smart Business Connect combines a modern communications solution, including telephony and tools for productive collaboration, with a high-performance Internet connection and comprehensive customer service.

Business Communication Services

Do you want to enjoy the benefits of IP communication and collaboration tools without investing in an expensive telephone system? Benefit from a modern cloud solution with no additional maintenance costs but which nevertheless meets the current standards at all times.

Business Internet Services

Business Internet Services combines a secure Internet connection with an appropriate level of service. The connection is used to carry voice and data traffic over a common infrastructure, while also forming the basis for Smart Business Connect.

The benefits for you

- > **Maximum flexibility:** choose the right communications package for each individual employee.
- > **Failsafe guarantee:** with Internet Backup, your Internet connection remains available all the time, even when the network is down, and you can still use the telephone.
- > **Transparent tariffs:** you use a virtual PBX in the Swisscom Cloud for a fixed monthly price and can call all Swiss fixed and mobile networks for a flat rate from the Switzerland tariff upwards.
- > **Easier collaboration:** thanks to the Business Communication app, you can also call on your landline outside the office and work together more efficiently thanks to collaboration tools included in the app, such as instant messaging (chat) and online conferences.
- > **Individual support:** you receive the best possible support on site from Swisscom and your certified partner.

What is Unified Communications & Collaboration (UCC)?

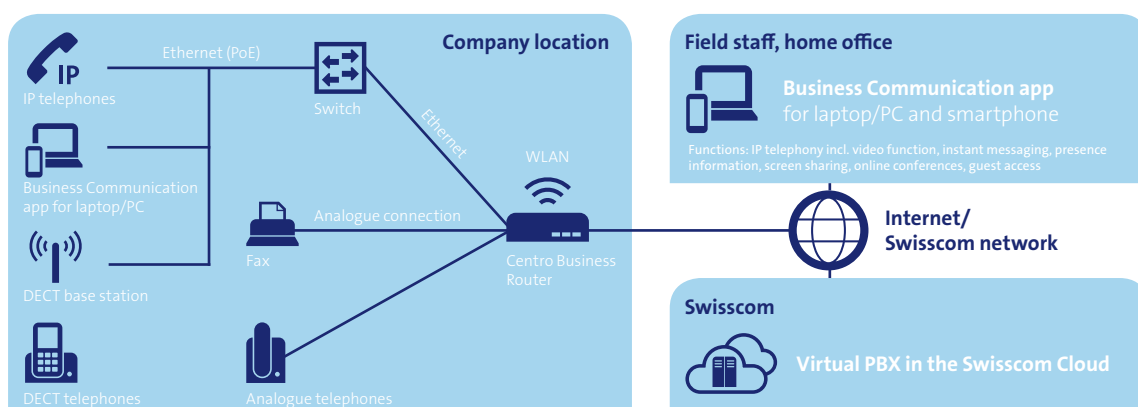
UCC combines telephony with a range of collaboration tools in a single app for smartphone and computer. You can choose how to communicate depending on the situation. The main functions are:

- > Make phone calls on your landline number, even on the move
- > Hold online conferences with anyone, thanks to guest access
- > Use instant messaging (chat) to find answers quickly
- > Screen-sharing

Companies benefit in numerous ways. Being able to collaborate anywhere saves travel costs and time, while questions can be answered more quickly. There are no boundaries as far as external business partners, suppliers and customers are concerned. The ability to work and communicate anywhere, on any device, creates greater freedom.

This app is included in the advanced communication package.

Smart Business Connect with a virtual telephone system (PBX) enables you to communicate anywhere on any device.



Smart Business Connect

Facts & Pricing

Business Communication Services: your pricing model with a virtual PBX (hosted)

	Communication package can be individually selected for each user		
	advanced	standard	basic
Business Communication app			
> with extended collaboration tools (UCC functions): presence information, instant messaging, online conferences, screen sharing, guest access, video telephony	✓	–	–
> make calls on landline number outside the office	✓	✓	–
International monthly tariff per user¹			
> Internal company calls (in Switzerland)	CHF 40.– included	CHF 32.– included	CHF 29.– included
> Calls to all Swiss fixed and mobile networks ²	included	included	included
> Calls to international fixed and mobile networks (EU, Western Europe, USA and Canada, other country groups according to international tariff)	300 minutes included	300 minutes included	300 minutes included
Switzerland monthly tariff per user¹			
> Internal company calls (in Switzerland)	CHF 30.– included	CHF 22.– included	CHF 19.– included
> Calls to all Swiss fixed and mobile networks ²	included	included	included
Per minute rate monthly tariff per user			
> Internal company calls (in Switzerland)	included	included	included ³
> Calls to all Swiss fixed and mobile networks	Fixed network CHF 0.08/min. Mobile network CHF 0.30/min.	Fixed network CHF 0.08/min. Mobile network CHF 0.30/min.	Fixed network CHF 0.08/min. Mobile network CHF 0.30/min.
Activation fee per user (one-off)			
	CHF 10.–	CHF 10.–	CHF 10.–
You can ...	make calls and collaborate Make calls on your landline and collaborate with colleagues and external partners anywhere.	make calls anywhere Full telephony functions incl. use of landline number outside the office.	make calls on site Simple telephony functions for telephones in meeting rooms, production areas and warehouses.

¹ The Switzerland and International tariff packages require at least Business Internet Services S at one or more customer sites.

² Charges apply for calls to business, short and special numbers. Smart Business Connect is valid for normal personal use. Swisscom reserves the right to curtail or restrict the service at any time and/or take other appropriate steps if it proves that usage considerably exceeds normal levels, or if there are indications that the connection is being used for special applications (e.g. machine-to-machine, direct dial and continuous connections).

³ Mobile calls within the company are not included.

Smart Business Connect Facts & Pricing

Business Communication Services options	Monthly tariff	One-off activation fee
Business International 200 B ¹	19.– per user	free
Business International 200 C ¹	29.– per user	free
Individual phone number	free	free
10-number block	0.–/10.– ²	20.–
100-number block	30.–	20.–
1000-number block	350.–	300.–
Individual phone number (reserved)	free	free
10-number block (reserved)	5.–	20.–
100-number block (reserved)	10.–	20.–
1000-number block (reserved)	30.–	20.–
Interactive Voice Response (IVR)	5.–	20.–
Receptionist	20.– per user	20.– per user
Barring sets	All barring sets can be set up free of charge in the Customer Centre.	

Business Communication Services: main features of the virtual PBX (hosted)

Communication package	advanced	standard	basic
Business Communication app			
> with UCC functions (presence information, chat, online conferences, screen sharing, guest access, video calling)	✓	–	–
> make phone calls	✓	✓	–
> manage phone calls	✓	✓	✓
Barring sets	✓	✓	✓
Interrupt/toggle call	✓	✓	✓
Automatic callback when busy	✓	✓	✓
Call waiting	✓	✓	✓
Connect with warning	✓	✓	✓
Call logs	✓	✓	✓
Redial	✓	✓	✓
Call last incoming number	✓	✓	✓
Multiple call diversion	✓	✓	✓
Do not disturb	✓	✓	✓
Withhold my number (CLIR)	✓	✓	✓
Reject anonymous calls	✓	✓	✓
Simultaneous ringing	✓	✓	–
Conference call (max. 7 participants)	✓	✓	✓
Announcement/intercom	✓	✓	–
Speed dial numbers	100	100	8
Busy signal (number of users informed)	15	15	5
Hunt group	✓	✓	✓
Call pickup	✓	✓	✓
Use my number on other telephones simultaneously (number of users)	10	10	2
Weekly and holiday plan	✓	✓	✓
Selective number diversion	✓	✓	–
Music on hold	✓	✓	✓

¹ 200 minutes of free calls per month to landlines and mobiles in either tariff zone B or tariff zone C. After 200 minutes have been used each month, the standard tariff for the relevant country applies. Charges apply for calls to premium numbers and other special numbers. The Business International option is only available for communication packages with the International tariff model and can be ordered on a per-user basis.

² The first two 10-number blocks per site are free, whereby number blocks must be included on the same invoice as the Internet connection.

Smart Business Connect

Facts & Pricing

Business Internet Services:

your Internet and service options

	L	M	S	XS
Fibre optic connection (FTTH) Max. down-/upload, Mbit/s	1000/1000	100/100	40/40	10/10
Copper connection (VDSL) Max. down-/upload, Mbit/s	100/20	100/20	40/8	10/2
Internet Backup ¹ Failsafe guarantee for Internet and telephony	included	included	–	–
Max. down-/upload, Mbit/s	100/20	50/10		
Service level for Internet and telephony	advanced	plus	standard	standard
> Service desk and fault hotline ²	24/7	24/7	24/7	24/7
> Support times	Mon–Sat 6 am–10 pm	Mon–Fri 8 am–7 pm Sat 8 am–5 pm	Mon–Fri 8 am–5 pm	Mon–Fri 8 am–5 pm
> Max. fault repair time ³ (during support times)	8 hrs	10 hrs	–	–
> Compensation ⁴ if max. fault repair time exceeded	Monthly fee incl. options	–	–	–
Your network solution fee ⁵ Basic element	included	available for additional fee ⁵	available for additional fee ⁵	available for additional fee ⁵
> Site networking (VPN)				
> Quality of Service (QoS)				
> DHCP options				
> NAT/PAT rules				
> DMZ				
Monthly fee per connection	300.–	125.–	90.–	55.–
Activation fee (one-off)	43.–	43.–	43.–	43.–
Moving fee	43.–	43.–	43.–	43.–
Upgrade within Business Internet Services	free	free	free	free
Downgrade within Business Internet Services After expiry of minimum contract term	free	free	free	free
Express activation Copper connection only	500.–	500.–	500.–	500.–
Postpone activation date Possible until 4 days before activation date	300.–	300.–	300.–	300.–
Router				
Centro Business 2.0 4-port universal WLAN router No bridge mode ⁶ Unit price CHF 298	49.– (one-off)	149.– (one-off)	199.– (one-off)	249.– (one-off)

¹ Internet Backup offers a failsafe guarantee for Internet access and telephony. (The number and quality of simultaneous calls depends on the available bandwidth of the mobile network.) Internet Backup is available free (instead of CHF 50) with a 4G modem.

² Faults can be reported to your Swisscom SME partner from 8 am to 12 noon and from 1 pm to 5 pm Monday to Friday, and to the Swisscom SME Hotline at other times.

³ The fault repair time is the period from the fault being reported to Swisscom until the full Swisscom service is restored.

⁴ If the fault repair time is not adhered to, all monthly charges (for both Business Internet Services and Business Communication Services) including options will be reimbursed to you.

⁵ The network solution basic element is available with Business Internet Services XS, S and M for a monthly fee of CHF 60 per connection (or CHF 30 if the network solution is only used at a single site with Business Internet Services S and M). You can find details of the network solution and available options in the Business Network Solutions Facts & Pricing Document or at www.swisscom.ch/bns.

⁶ If you wish to terminate Internet traffic and the fixed public IP addresses of your Internet connection on a private router or security gateway, the Centro Business 2.0 offers the PPPoE Passthrough function.

Smart Business Connect Facts & Pricing

Business Internet Services options (available with all profiles)

Fixed IP addresses option ¹	1	4	8	16	32	64
Free to use	–	1	5	13	29	61
Monthly fee	10.–	20.–	30.–	45.–	65.–	85.–
Fixed IPv6 addresses	available in fixed IP addresses option					

Top Speed option (for fibre optics)	L	M	S	XS
Monthly fee	included	40.–	40.–	–

Swisscom TV	L	M	S	XS
Monthly fee Swisscom TV Public	15.–	15.–	15.–	–
Monthly fee Swisscom TV L ²	20.–	20.–	20.–	–
Additional box monthly fee (max. 4)	5.–	5.–	5.–	–
UHD boxes for new TV customers	free	free	free	–
UHD boxes for existing TV customers	119.–	119.–	119.–	–

SME benefit

International	✓
Switzerland	✓
Per minute rate	–



SME benefit: If you combine Smart Business Connect with inOne SME mobile, you'll get a 15% discount on all inOne SME mobile subscriptions in your company (from Business Communication Services – Switzerland tariff upwards).

¹ If Business Network Solutions is activated, the fixed IP addresses must be managed via the Business Network Solutions dashboard.

² Swisscom TV L may only be used for private purposes. Swisscom TV Public is required for commercial use (e.g. in bars, restaurants, waiting rooms and break rooms).

All prices in CHF incl. 8% VAT.