

Smart Business Connect

The IP-based communications solution for on-premise PBXs (trunk).

Nowadays, SMEs are faced with constant innovations and developments in the communications field. The enormous diversity of communications services is creating the need for an overall solution portfolio. Smart Business Connect combines a modern communication solution, a high-performance Internet connection and comprehensive customer service.

Business Communication Services

Already have your own telephone system (PBX) and want to use IP telephony? If so, Smart Business Connect with an on-premise PBX is the right solution for you. Whether with tried and tested ISDN technology or with modern SIP solutions, we can provide the ideal connection for your system. From our range of flat-rate offers, you will find a tailor-made answer to your company's communication needs and an easy way to switch to IP communication.

Business Internet Services

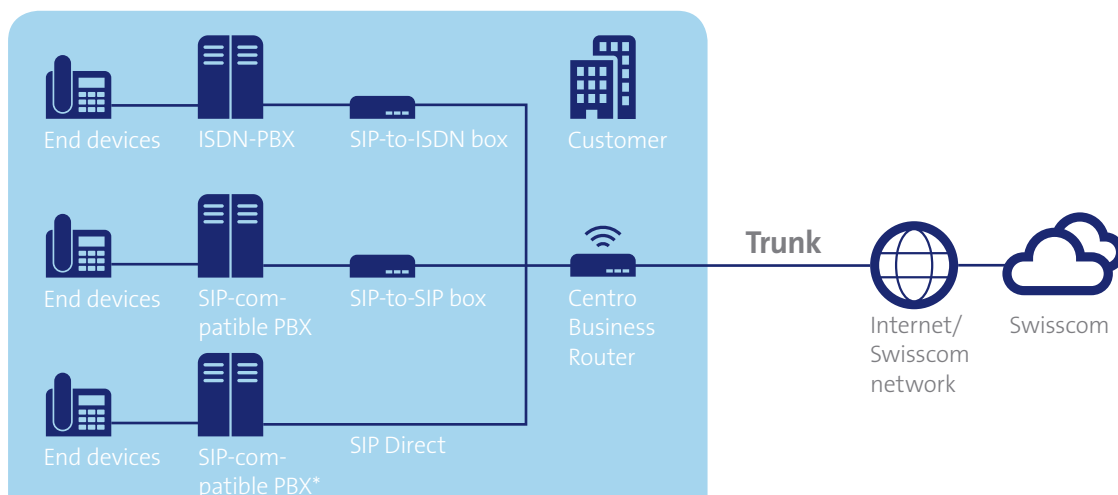
Business Internet Services combines a secure Internet connection with an appropriate level of service. The connection is used to carry voice and data traffic over a common infrastructure. The range of available options covers all requirements, from specific speeds to an Internet failsafe guarantee and various service levels.

Customer benefits

- > **Individual support:** you receive the best possible support on site from Swisscom and your certified partner.
- > **Maximum flexibility:** you can choose how many voice channels you want and adjust the number quickly and flexibly at any time. For example, if a company has ten end devices with four voice channels, four telephone calls can be made simultaneously.
- > **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. Depending on which Business Internet Services profile you choose, you can also benefit from faster repair times if your line goes down.
- > **Keep existing infrastructure and cost transparency:** you can usually continue to use your existing equipment, including telephones, and call all Swiss fixed and mobile networks for a flat rate from the Switzerland tariff upwards. Business Internet Services is also available for a monthly fee with unlimited allowances and no time restrictions.
- > **Attractive options:** depending on your requirements, you can also choose fixed IP addresses for the operation of online shops, mail or web servers, or significantly increase your Internet speed.

With Smart Business Connect, you can rely on a flexible, future-proof solution.

Smart Business Connect is easy to use with your existing telephone system (PBX).



*MiVoice Office 400 manufactured by Mitel

Smart Business Connect

Facts & Pricing

Business Communication Services:

your pricing model for on-premise PBXs (trunk)

	International ¹	Switzerland ¹	Per minute rate
Internal company calls (in Switzerland)	included	included	included ²
Calls to all Swiss fixed and mobile networks	included ³	included ³	Per minute rate per voice channel Fixed network CHF 0.08/minute, mobile network CHF 0.30/minute
Calls to international fixed and mobile networks (EU, Western Europe, USA and Canada, other country groups according to international tariff)	300 min./voice channel included	Per minute rate according to international tariff	Per minute rate according to international tariff
Monthly fee per voice channel ⁴	67.–	57.–	18.–
Activation fee per voice channel (one-off)	30.–	30.–	30.–

Business Communication Services options

	Monthly tariff	One-off activation fee
Business International B ⁵	19.– per voice channel	free
Business International C ⁵	29.– per voice channel	free
SIP-to-ISDN option	5.– per voice channel ⁶	free
SIP-to-SIP option	3.– per voice channel ⁶	free
Individual phone number	free	free
10-number block	0.–/10.– ⁷	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.–
Barring sets	All barring sets can be set up free of charge in the Customer Centre.	

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

Exception: with Business Internet Services XS, the Switzerland tariff package is also available with Trunk.

² Mobile calls within the company are not included.

³ 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).

⁴ Smart Business Connect for on-premise PBXs is available for companies with two or more voice channels per site. For example, if a company has ten telephone numbers with four voice channels, four telephone calls can be made simultaneously. Costs are limited with the per minute rate: the first six channels cost CHF 18 each and subsequent channels cost CHF 10 each.

⁵ 200 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 requires the International tariff model with Business Communication Services, with a subscription for each voice channel.

⁶ Rental costs for SIP-to-ISDN boxes and SIP-to-SIP boxes are limited if more than six channels are used: the maximum price per box is CHF 30 or CHF 18 per month, even if more than six channels are purchased.

⁷ 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

Connection of PBXs to the Swisscom network

General features/functions	SIP Direct (MiVoice Office 400)	With SIP-to-ISDN option	With SIP-to-SIP option
Maximum number of channels per connection (with voice available bandwidth)	up to 60 voice channels	2, 4, 6, 8, 10, 12, 14, 16 (1–8 basic connections) 6, 8, ..., 28, 30 (1 primary connection)	up to 40 voice channels
Connection of PBXs via SIP protocol	yes, direct connection	yes, via SIP-to-ISDN box	yes, via SIP-to-SIP box
HD voice quality	✓	–	✓
Calling line identification presentation (CLIP)	✓	✓	✓
Connected line identification presentation (COLP)	✓	✓	✓
Calling line identification restriction (CLIR)	✓	✓	✓
Connected line identification restriction (COLR)	✓	✓	✓
Call-by-call support (alternative network provider)	✓	✓	✓
Support for individual numbers and number blocks (10/100)	✓	✓	✓
Share voice channels over multiple sites	✓	–	✓ (with restrictions depending on PBX)
Detailed call breakdown (online)	✓	✓	✓
Call diversion if line goes down	✓ (for 3 phone numbers per voice channel)	✓ (for 3 phone numbers per voice channel)	✓ (for 3 phone numbers per voice channel)
Call diversion in the telephone exchange (partial re-routing)	✓	✓	✓
Overall number plans across all sites	✓	✓	✓
Overall direct-dial plan (3-, 4-, 5-number)	✓	✓	✓
Fax support (G.711) ¹	✓	✓	✓
Modem support	✓ (limited)	✓ (limited)	✓ (limited)

¹ In order to guarantee trouble-free fax transmission, an additional Hosted Communication package is required (charges apply).

Smart Business Connect

Facts & Pricing

The information in this document does not constitute a binding offer. It is subject to revision at any time.

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 Max. down-/upload, Mbit/s	included 100/20	included 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 for Smart Business Connect customers (from Business Communication Services – Switzerland tariff upwards)

If you combine Smart Business Connect with inOne SME mobile, you'll get a 15% SME discount on all inOne SME mobile subscriptions in your company. If you subscribe to Smart Business Connect and Full Service Solution (FSS), we'll give you 10% off monthly FSS charges.

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.