

IP-Plus[®] Business Internet Services

Tailored solutions for professional Internet access

What is IP Plus Business Internet?

- Powerful Internet access with bandwidths of up to 10 Gbit/s
- Platform for e-mail, Web browsing, e-commerce and collaboration services
- Global Internet backbone management, numerous international peering agreements, independent performance tests
- Security options including redundant connections, separated routing, dual providers, mobile backup, DDoS protection service and managed firewall
- Suitable connectivity profile, various service options and a scaleable solution that can be adapted at any time
- E-service management and monitoring within the corporate business extranet
- Managed service: Monitoring, operation, maintenance, support, variable service levels

How you benefit

- **Performance:** Benefit from high productivity and efficiency in all your business applications
- **Transparency:** Obtain clearly defined services; as well as the bandwidth, we measure availability (TCP connect time) and answer times (ICMP answer time)
- **Future-proofing:** Place your trust in the latest technology, a modern service architecture and experienced Swisscom specialists
- **Availability:** Gain high availability levels for your business-critical applications with selectable security options
- **Scalability:** Remain flexible and use appropriate solutions for your needs
- **Minimise effort:** Manage your service conveniently online, procure everything from the same source and concentrate on your core business

The best Internet access:
secure, highly available,
powerful and individual!

Facts & Figures

Basic Features

	IP-Plus Business Internet <i>advanced</i> <i>shared</i>	IP-Plus Business Internet <i>advanced</i> <i>Dedicated, Content Provider</i>
Access technology	fibre optical (CES)	fibre optical (CES, vAccess LAN-I / SES)
Platform	shared	Dedicated, Content Provider
Bandwidth profiles	symmetrical up to 40 Mbit/s	asymmetrical/symmetrical up to 10 Gbit/s
Integration into existing WAN (MSA)	–	LAN-I, SES
Configuration and installation (router/interface)	●	●
Router management by Swisscom	●	●
Installation and router management by customer	–	○ (excl. LAN-I, excl. SDT1 /SDT1 light)
Central point of contact during implementation	●	●
Switzerland-wide Internet connection with no volume restriction	●	●
Global Internet connection with no volume restriction	●	●
Premium Internet connection to Asia	●	●

DNS/IP-Addresses

Support with domain registration	●	●
Primary/secondary DNS for 1 domain name	●	●
DNS Changes via Change Request	○	○
DNSSEC (Domain Name System Security Extensions)	○	○
Fixed IP addresses from customer (PI), support with registration	○	○
Fixe IP-adresses (IPv4) from Swisscom (PA -> Provider Aggregated)	Subnet 8	●
	Subnet 16, 32, 64, 128, 256	○
	max. 2 C-Klassen (2x 256 IP)	○
Fixe IP-Adressen (IPv6) from Swisscom (PA -> Provider Aggregated)	65536 Adressen (/48)	●
		on request
IPv6-Support	on request	on request

Connectivity Types

Shared	symmetrical, bandwidths of 10, 20 and 40 Mbit/s (best effort)	○	-
Content Provider	asymmetrical up to 1 Gbit/s (download/upload ratio 1:5 / 1:10)	–	○
Dedicated	symmetrical, up to 10 Gbit/s (guaranteed)	–	○

Communication/Content

Gateway Services	Fax	○	○
	SMS/Pager	○	○
SAP OSS Access		○	○
QoS		○	○

Security/Availability

Mail-Relay/Mail-Fallback		●	●
E-Mail Sender Domain Authorisation		○	○
Dual Provider Solution	managed	–	○
	unmanaged	–	●
Managed Firewall (SecurePoP, centralised)		○	○
Web Content and Threat Filter (Cloud Security Services)		○	○
Mail Virus and Spam Filter (Cloud Security Services)		○	○
DDoS Protection Service		○	○
Mobile Backup		○	○

● Standard (included in the price) ○ Selectable variant (included in price) ○ Optional/Separate service (subject to a charge) – Option not available

Facts & Figures

Service Level/Helpdesk/Monitoring




		IP-Plus Business Internet <i>advanced</i> <i>shared</i>	IP-Plus Business Internet <i>advanced</i> <i>Dedicated, Content Provider</i>
Round-the-clock fault hotline		●	●
Proactive monitoring of IP plus backbone round the clock.		●	●
Service Level	Premium	●	●
Managed object class / service downtime in hours	SDT8	●	–
	SDT4	–	●
	SDT1 <i>light</i>	–	○
	SDT1 separated routing	–	○
Support level (support hours)	Standard support (SS5): Mon – Fri 7.00 a.m. – 6.00 p.m.	●	●
	Extended support (ES6): Mon – Sat 6.00 a.m. – 10.00 p.m.	○	○
	Full support (FS 7) round the clock	–	○
Fault rectification outside support hours		–	○
Changes outside support hours		–	○
Utilisation statistics/reporting		○	●

Delivery

Initial installation	excl. fibre-optic expansion	4-6 weeks	4-6 weeks
	incl. fibre-optic expansion	12-16 weeks	12-16 weeks
Bandwidth upgrades	without equipment exchange	2 weeks	2 weeks
	with equipment exchange	4-6 weeks	4-6 weeks

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Select the appropriate connectivity profile

Profile	Type	Performance	Suitability	Special features
Shared	 Symmetrical, Download = Upload	Bandwidth not guaranteed (overbooking ratio 1:5)	For efficient data exchange using high bandwidths (e.g. receiving and sending large data packets)	Upgrades to profiles with guaranteed bandwidth and performance are possible with no technology upgrading
Content Provider	 Asymmetrical, Download < Upload	Guaranteed bandwidth	For sending large data volumes (e.g. images, videos, news, catalogues, applications)	Ideal for professional content providers
Dedicated	 Symmetrical, Download = Upload	Guaranteed bandwidth	For business-critical high-end applications with the highest requirements	Ideal for customers who need the highest possible availability and guaranteed performance

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