1 Scope of application

1.1 This Service Description shall apply to EconomyLINE, MultiLINE and BusinessLINE fixed network connections.

1.2 The Terms and Conditions of Use shall form an integral part of this Service Description as well as the contract documents in respect of the above fixed network connections.

2 Requirements

2.1 Customer facilities

The Customer shall establish and maintain the installation between the building entry point and the socket at its own expense. The Customer shall be responsible for the acquisition, installation, functionality and legal conformity of its own subscriber equipment. It shall only connect subscriber equipment to the fixed network which complies with the provisions of the Telecommunications Act.

Where there is evidence to suggest that unauthorised access is taking place via the Customer's facilities, the Customer shall take measures, in accordance with the latest technological standards, to prevent unauthorised access to third-party systems and the transmission of computer viruses. Where an in-house installation or subscriber equipment owned by the Customer causes disruption or damage to equipment owned by Swisscom or a third party, Swisscom shall be entitled to suspend service without prior notice and without compensation. Swisscom shall also be entitled to assert a claim for damage compensation.

2.2 Responsibility for use of the connection

The Customer shall be responsible for any and all use of its connection, including by unauthorised third parties. In particular, it shall be responsible for paying all costs incurred through use of its connection, in particular by dialling numbers that are subject to a charge. The amounts may be charged to the telephone bill at the Customer's express request.

The Customer shall not be entitled to offset Swisscom claims against any counterclaims.

2.3 Use of land and buildings, licences to run cables

For the purposes of establishing and maintaining the network connection, the Customer must enable Swisscom to use the land on which the Customer's premises are located and to gain entry to the building. No charge may be levied to Swisscom in this regard. The Customer must obtain the necessary licences to run cables at its own expense.

3 Services provided by Swisscom

3.1 Network connection

Swisscom shall provide the Customer with analogue (POTS) or digital (ISDN) connections to the fixed network. Where Swisscom needs to establish a new network connection, it shall assume the average costs with respect to the corresponding type of connection.

Swisscom shall be entitled to provide a joint network connection where insufficient lines are available for individual connections or where other good cause exists. By way of exception, Swisscom shall be entitled to provide the Customer which has, according to provisions of the Telecommunications Act governing basic service provision, an entitlement to a non-line-based connection.

3.2 Phone numbers

Swisscom shall allocate phone numbers to the Customer from within the number blocks made available to it by the relevant authorities. These numbers shall be provided for exclusive and non-transferable use. As part of the Swisscom "Top Number" package (subject to a charge), the Customer may select an available number itself. The Customer shall not have an entitlement to a specific number. The phone number shall not become the Customer's property and cannot therefore be sold, pledged, inherited or otherwise transferred to third parties unless Swisscom gives its express consent.

Swisscom may change the Customer's phone numbers without compensation if this is deemed necessary for operational or technical reasons, or if required by the authorities.

3.3 Directory

Unless the Customer expressly wishes otherwise, Swisscom shall enter the Customer in a directory or allow third parties such as Swisscom Directories to do so. Swisscom shall not be obliged to verify the accuracy of the information provided by the Customer for the entry.

3.4 Address blocking for advertising purposes

Any Customer not wishing to receive advertising communications may ask for its address to be blocked in its entries by marking it with an asterisk (*). The address will only be passed on to third parties that create directories. Other companies within the Swisscom Group, as well as providers of services that the Customer procures via the network (see Section 7), shall not be deemed to be third parties. The address shall not be passed on for other purposes.

3.5 Transmission of voice and data

The Customer shall be entitled to hold meetings or exchange data with third-party customers of Swisscom and of third-party providers insofar as Swisscom has concluded corresponding agreements with these providers.

Within the scope of existing technical and operational capabilities, Swisscom shall render the services listed under Point 3.7 provided that the Customer makes suitable subscriber equipment available.

3.6 Maintenance of the fixed network

Swisscom shall be responsible for appropriate maintenance of its network. Faults can be reported to its hotline. Swisscom shall remedy faults that are within its sphere of influence within a reasonable time and using all reasonable means at its disposal, during business hours. If Swisscom is called in to remedy a fault, the cause of which lies outside its fixed network, the costs may be charged to the Customer.

3.7 **Scope of services to be provided**

3.8 EconomyLINE

3.8.1 Basic offer

- 1 analogue connection with 1 user channel and 1 telephone number
- Do not disturb function (S26)
- Automatic call-back service (CCBS)
- Call waiting (CW)
- Three-way conference call (3PTY)
- Put call on hold (HOLD)
- Blocking set 3 (OCB) (upon request)
  Block 0906 numbers
- Blocking set 5 (OCB) (upon request)
  Block 0900, 0901 and 0906 numbers, automatic wake-up service cannot be used.
- SMS messaging via the fixed network
- Call forwarding direct (CFU)
- Call forwarding if no answer (CFNR)
- Call forwarding if busy (CFB)
- Combox Basic
- Calling Line Identification Presentation (CLIP)
- Connected Line Identification Presentation (COLP)
- Calling Line Identification Restriction per call (CLIR per call)
- Reject anonymous calls (ACR)
- Metering pulse 12 kHz
- Itemised billing (upon request)
- Access to service and emergency numbers

- Transcription services for the hearing impaired
- Telephone book entry free of charge
- 1 telephone book free of charge

3.8.2 Options

- Change of telephone number
- Recorded message b10, max. 6 mths. (when changing numbers)
- Call forwarding for movers
- Fixed call forwarding
- Calling Line Identification Restriction (CLIR perm.)
- Connected Line Identification Restriction (COLR perm.)
- Reject reverse-charge calls
- Combox Pro (excludes CPS)
- Top numbers (5 price classes A-E)
- Malicious call identification (MCID)
- Suppress metering pulse 12kHz
- Blocking set 1 (OCB) (upon request)
  Block all calls incl. carrier selection
- Blocking set 2 (OCB) (upon request)
  Block international calls, satellite telephones, 0900, 0901 and 0906 numbers, carrier selection, call-by-call. Automatic wake-up service can be used
- Blocking set 4 (OCB) (upon request)
  Block carrier selection (call by call)
- Carrier preselection (CPS)
- Block destination numbers in comb. with business numbers (PCONAC)
- "Premium Service" support
  Fault report acceptance 24/7 under 0800 724 724
  Fault rectification in Swisscom network generally within 6 hours (during support times)
  Support Monday to Sunday (incl. public holidays) from 7 a.m. to 10 p.m.
  Receive information on fault rectification via SMS or e-mail

3.9 MultiLINE

3.9.1 Basic offer

- 1 ISDN connection with 2 user channels @ 64kbit/s, P-MP configuration incl. 3 phone numbers (Multi Subscriber Numbers, MSN)
- Automatic call-back service (CCBS)
- Call waiting (CW)
- Three-way conference call (3PTY)
- Put call on hold (HOLD)
- Blocking set 3 (OCB) (upon request)

Block 0906 numbers
- Blocking set 5 (OCB) (upon request)
Block 0900, 0901 and 0906 numbers, automatic wake-up service cannot be used.
- Exchange terminal device (TP)
- Call forwarding (per MSN)
- Call forwarding (CD)
- User-to-user signalling (USS1)
- SMS messaging via the fixed network
- Call forwarding direct (CFU)
- Call forwarding if no answer (CFNR)
- Call forwarding if busy (CFB)
- Combox Basic
- Calling Line Identification Presentation (CLIP)
- Connected Line Identification Presentation (COLP)
- Calling Line Identification Restriction per call (CLIR per call)
- Reject anonymous calls (ACR)
- Electronic telephone book ETV®
- Advice of charge during call (AOC-D)
- Advice of charge at end of call (AOC-E)
- Itemised billing (upon request)
- Access to service and emergency numbers
- Transcription services for the hearing impaired
- Telephone book entry free of charge
- 1 telephone book free of charge

3.9.2 Options

- Change of telephone number
- Recorded message b10, max. 6 mths. (when changing numbers)
- Fixed call forwarding
- 2 additional phone numbers (total 5 MSN)
- 7 additional phone numbers (total 10 MSN)
- Calling Line Identification Restriction (CLIR perm.)
- Connected Line Identification Restriction (COLR perm.)
- Reject reverse-charge calls
- Combox Pro (excludes CPS)
- Top numbers (5 price classes A-E)
- Enforce identification (for emergency services customers)
- Malicious call identification (MCID)
- Suppress advice of charge (AOC-D, AOC-E)
- Layer 1 permanent
- Blocking set 1 (OCB) (upon request)
Block all calls incl. carrier selection
- Blocking set 2 (OCB) (upon request)
Block international calls, satellite telephones, 0900, 0901 and 0906 numbers, carrier selection,

call-by-call. Automatic wake-up service can be used
- Blocking set 4 (OCB) (upon request)
Block carrier selection (call by call)
- Carrier preselection (CPS)
- Block destination numbers in comb. with business numbers (PCONAC)
- "Premium Service" support
Fault report acceptance 24/7 under 0800 724 724
Fault rectification in Swisscom network generally within 6 hours (during support times)
Support Monday to Sunday (incl. public holidays) from 7 a.m. to 10 p.m.
Receive information on fault rectification via SMS or e-mail

3.10 BusinessLINE – Basic connection (BC)

- 1 ISDN connection with 2 user channels @ 64kbit/s, P-MP configuration incl.1 digital main number

3.11 BusinessLINE – Primary connection (PC)

- 1 ISDN connection with 30 user channels @ 64kbit/s, P-MP configuration incl. 1 digital main number

3.11.1 Basic offer for BC and PC

- Connection bundling with multiple BusinessLINEs
- Automatic call-back service (CCBS)
- Blocking set 3 (OCB) (upon request)
Block 0906 numbers
- Blocking set 5 (OCB) (upon request)
Block 0900, 0901 and 0906 numbers, automatic wake-up service cannot be used.
- Sub-address (SUB)
- User-to-user signalling (USS1)
- Multi-hunting (MH)
- Partial rerouting (PR)
- Calling Line Identification Presentation (CLIP)
- Connected Line Identification Presentation (COLP)
- Calling Line Identification Restriction per call (CLIR per call)
- Connected Line Identification Restriction per call (COLR per call)
- Reject anonymous calls (ACR)
- Advice of charge during call (AOC-D)
- Advice of charge at end of call (AOC-E)
- Itemised billing (upon request)
- Access to service and emergency numbers

- Transcription services for the hearing impaired
- Telephone book entry free of charge
- 1 telephone book free of charge
- Layer 1 permanent

3.11.2 Options

- Change of telephone number
- Recorded message b10, max. 12 mths. (when changing numbers)
- Fixed call forwarding
- Multi-hunting (MH)
- Calling Line Identification Restriction (CLIR perm.)
- Connected Line Identification Restriction (COLR perm.)
- Calling/Connected Line Identification with special arrangement (CLIP/COLP with SA)
- Reject reverse-charge calls
- Combox Pro (excludes CPS)
- Top numbers (5 price classes A-E)
- Block of 10 direct dial-in (DDI) numbers
- Block of 100 direct dial-in (DDI) numbers
- Block of 1000 direct dial-in (DDI) numbers
- Direct dial-in (DDI) reservation
- Test number area (direct dial-in test numbers)
- Enforce identification (for emergency services customers)
- Malicious call identification (MCID)
- Suppress advice of charge (AOC-D, AOC-E)
- Blocking set 1 (OCB) (upon request)
  Block all calls incl. carrier selection
- Blocking set 2 (OCB) (upon request)
  Block international calls, satellite telephones, 0900, 0901 and 0906 numbers, carrier selection, call-by-call. Automatic wake-up service can be used
- Blocking set 4 (OCB) (upon request)
  Block carrier selection (call by call)
- Carrier preselection (CPS)
- Voice security
- Block destination numbers in comb. with business numbers (PCONAC)

4 Data protection

4.1 Data processing for marketing purposes

Customers may limit or prohibit use of their data for marketing purposes.

4.2 Number display and suppression

If technically feasible, the telephone number of the caller or of the call recipient is normally displayed regardless of whether or not he or she is listed in a directory. The Customer may suppress number display either permanently or per call free of charge. For technical reasons, it cannot be guaranteed that the caller number will be displayed or suppressed in certain circumstances, in particular when calls are made from or to a third-party network and in the case of SMS via the fixed network. In the case of calls to emergency services, transcription services for the hearing impaired and to Swisscom fault report hotlines, suppression of number display shall not be possible.

Number display may also include display of the first and last name of the Customer from whose connection the call is made.