



# IP-Plus<sup>®</sup> Business Internet Services

Secure and highly available. The tailored solutions for professional Internet access.

With international Internet access based on IP-Plus, Swisscom, as an Internet provider, offers fast Internet speeds. Routing, peering and network capacity can also be directly and quickly adapted to your needs and answer times (RTT) optimised. Powerful filters guarantee protection against all kinds of attacks and high availability.

## IP-Plus Business Internet offers you

- > powerful Internet access with bandwidths of up to 10 Gbit/s
- > a managed service with project planning, implementation, monitoring, operation, maintenance and variable service levels
- > security options including redundant connections, separated routing, dual providers, mobile backup, DDoS protection service and managed firewall
- > the global Swisscom Internet backbone, numerous international peering agreements and independent performance tests
- > a scalable platform for e-commerce, collaboration services, web browsing, Internet VPN, VoIP and e-mail
- > online management and monitoring of the eService on the Swisscom Extranet
- > flexible solutions that can easily be combined with other services

- > **Security:** communicate via a state-of-the-art, secure data infrastructure and benefit from the know-how of our security specialists.
- > **Availability:** gain high availability levels for your business-critical applications with selectable security options.
- > **Performance:** benefit from high productivity and efficiency for all your business applications.
- > **Transparency:** obtain clearly defined services; as well as bandwidth, we measure availability and answer times.
- > **Future-proofing:** place your trust in the latest technologies, a modern service architecture and experienced Swisscom specialists.
- > **Scalability:** remain flexible and use appropriate solutions for your needs.
- > **Minimise workload:** manage your service conveniently online, get everything from a single provider and concentrate on your core business.

## Your benefits

The information in this document does not constitute a binding offer. We reserve the right to make changes at any time.

- **1. What you need:**  
You would like **permanent, secure Internet access** at your business locations.
- **2. The solution:**  
Your **personal expert** will design for you a **communications solution** from the modular services available from Swisscom.
- **3. Implementation:**  
Our specialists will look after the implementation and operation of your solution, giving you **more time** for your core business.
- **4. The result:**  
We will give you **everything** from a single provider and a solution tailored to your needs.



## Facts & Figures

### IP-Plus Business Internet Services - details

Access technology		fibre optical (vAccess LAN-I)
Platform		Dedicated
Bandwidth profiles		symmetrical up to 10 Gbit/s
Integration into existing WAN (MSA)		LAN-I
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		○
Fixed IP-addresses (IPv4) from Swisscom (PA -> Provider Aggregated)	Subnet 8	●
	Subnet 16, 32, 64, 128, 256	○
	Max. 2 C-Class (2x 256 IP)	○
Fixed IP-addresses (IPv6) from Swisscom (PA -> Provider Aggregated)	65536 addresses (/48)	●
IPv6-Support		On request

### Connectivity Types

Dedicated	asymmetrical up to 1 Gbit/s (download/upload ratio 1:5 / 1:10)	●
-----------	--	---

### Communication / Content

SAP OSS Access		○
QoS		○

### Security / Availability

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

### Service Level / Helpdesk / Monitoring

24/7 hotline		●
proactive monitoring of IP-Plus Backbone 24/7		●
Service Level	Premium	●
Managed Object Class/Service Down Time in hours	SDT8	–
	SDT4	●
	SDT1 light	○
	SDT1 separated routing	○
Support Level	Standard support (SS5): Mon – Fri 07.00 a.m. – 10.00 p.m.	●
	Extended Support (ES6): Mon – Sat 06.00 a.m. - 10.99. p.m.	○
	Full Support (FS7): 24/7: Mon – Sun 00.00 a.m. - 12.00. p.m.	○
Fault rectification outside support hours		○
Changes outside support hours		○
Utilisation statistics/reporting		●

## Delivery

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

- standard (included in the price)
- selectable option (included in the price)
- separate service (subject to charge)
- option not available

## Combinable products and services

### Customer Service Manager

Customer Service Managers are your contact for operational matters. They regularly conduct service meetings with you, present and analyse the service reporting for your solution and derive recommendations for action from this. They actively operate the life cycle management for your solution. They provide you with suggestions on how to continuously improve your services.

### Enterprise Connect – the complete access solution

Enterprise Connect includes office networking, secure Internet, establishing in-house networks, wireless in-house networking, wireless guest Internet and VoIP connection (Voice over IP) for voice communication. The complete package is distinguished by high availability and a clearly defined Service Level Agreement (SLA). The scope of service includes project configuration, implementation, monitoring, operation and maintenance.

### Remote Access Service

You, your employees and your mobile communication terminals (e.g. in machines, industry terminals etc.) can exchange data with your company network or access applications securely from a mobile platform, regardless of location. More information you will find [here](#).

### Mail Security (antispam & antivirus)

Reliably filters spam, viruses and other risk from your e-mails. Available for all mail servers. More information you will find [here](#).

**ZscalerWeb Security (malware & URL filter)** Internet access by your employees is protected against risks from the Internet regardless of location, and on every device. More information you will find [here](#).

### Self Managed Messaging Services (SMMS)

Use your existing e-mail infrastructure to send all messages via e-mail, fax, SMS and web without having to buy and install any new technical components. More information you will find [here](#).