



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.

Smart Business Connect (Trunk)

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

Business Communication Services

Already have your own telephone system (PBX) and want to use IP telephony? Or do you need a PBX with maximum functionality but don't want the hardware on your premises? If so, Smart Business Connect is the right solution for you. This tailor-made PBX communications solution offers various flat-rate tariffs and a simple IP (Internet Protocol) connection.

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 fail-safe guarantee and various service levels.

Your benefit with Smart Business Connect

– **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. For very small customers (who need less flexibility), Trunk light is a suitable solution with a fixed number of channels and pricing model.

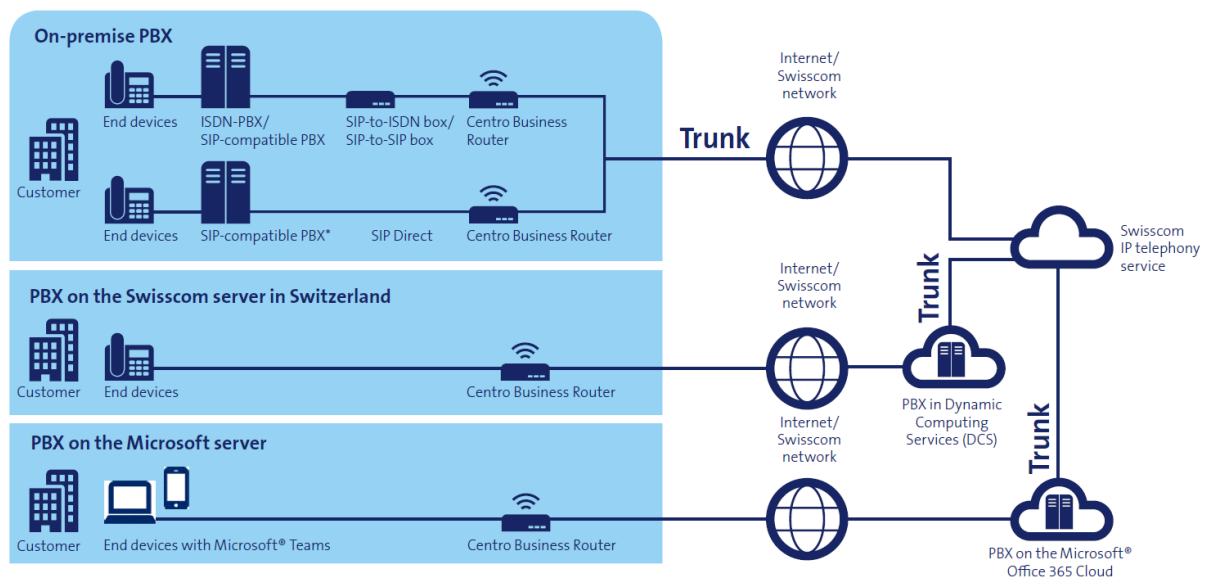
– **Failsafe guarantee:** with Internet Backup, your Internet connection remains available all the time, even when the network is down, and you can still use the telephone. Depending on which Business Internet Services profile you choose, you can also benefit from faster repair times if your line goes 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





Facts & Pricing

Business Communication Services:

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

Business Communication Services options⁴

Business Communication Services options ⁴	Monthly tariff	One-off activation fee
Business International 200 B ⁵	19.– per voice channel	free
Business International 200 C ⁵	29.– per voice channel	free
Option SIP to ISDN	5.– per voice channel	free
Option SIP to SIP	3.– per voice channel	free
Option Dynamic Computing Services (DCS) Trunk ⁷	3.– per voice channel	free
Option Microsoft (MS) Teams Trunk	7.– per voice channel	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.–
Barring sets	All barring sets can be set up free of charge in the Customer Centre.	

¹ 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). Non-internal call forwarding for Business Communication Services within the Interactive Voice Response (IVR), shared line and call queue group services are charged per minute.

² It is billed in CHF 0.10 blocks.

³ 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. Trunk light is only available with two voice channels on the Switzerland tariff for CHF 60/month. A one-off installation cost of CHF 30 applies per voice channel. The number of voice channels cannot be altered with Trunk light. Trunk light is only available in combination with Business Internet Services S and only once per customer.

⁴ Only the following options are available for Trunk light: Option Business International A shared (CHF 12/month); SIP-to-SIP option per channel; SIP-to-ISDN option per channel; individual phone number; individual phone number (reserved); 10-number block; and 10-number block (reserved).

The details in this document do not constitute a binding offer. Subject to modification without notice.

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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, SIP-to-SIP boxes and DCS trunk connections are limited if more than six channels are used: the maximum monthly price is CHF 30 per SIP-to-ISDN box, CHF 18 per SIP-to-SIP box and CHF 18 per DCS trunk connection, even if more than six channels are purchased. Every Smart Business Connect customer with the option DCS trunk will benefit from the CHF 30.– discount each month.

⁷ This option requires Business Internet Services with a network solution. Dynamic Computing Services are not included in this option, but can be obtained through your partner, who can inform you which PBXs can be combined with this option.

⁸ The first two 10-number blocks per site are free, whereby number blocks must be included on the same invoice as the Internet connection (does not apply to Trunk light).

Connection of PBXs to the Swisscom network

General features/functions	SIP Direct (MiVoice Office 400)	With SIP-to-ISDN option	With SIP-to-SIP/DCS trunk option /MS Teams trunk option
Maximum number of channels per connection (with voice available bandwidth) ¹	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 for SIP-to-SIP up to 60 voice channels per company for DCS trunk and MS Teams trunk option
Connection of PBXs via SIP protocol	yes, direct connection	yes, via SIP-to-ISDN box	Yes, via SIP-to-SIP box (virtual box with DCS trunk and MS Teams Trunk)
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 (10/100/1000) ²	✓	✓	✓
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) ³	✓	✓	✓
Modem support	✓ (limited)	✓ (limited)	✓ (limited)

¹ Bei Trunk light können nur zwei Sprachkanäle genutzt werden.

² Trunk light unterstützt 100er- und 1000er-Nummernblöcke nicht.

³ Um eine reibungslose Faxübertragung zu gewährleisten, wird ein zusätzliches kostenpflichtiges Hosted-Kommunikationspaket benötigt.



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Business Internet Services: your Internet and service options¹	L	M	S	XS
Max. down/upload speed ²	10 Gbit/s	300 Mbit/s	100 Mbit/s	10 Mbit/s
Internet Backup ³ Failsafe guarantee for Internet and telephony Max. down-/upload, Mbit/s	included 100/20	included 50/10	/	/
Service level for Internet and telephony ⁴	advanced	plus	standard	standard
Service desk and fault hotline ⁵	7 × 24 h	7 × 24 h	7 × 24 h	7 × 24 h
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 ⁶ (during support times)	8 hrs	10 hrs	/	/
Compensation conditions under footnote ⁷	Monthly fee incl. options	/	/	/
Your network solution fee ⁸ Basic element: Site networking (VPN); Quality of Service (QoS); DHCP options; NAT/PAT rules; DMZ	included	available for additional fee ⁸	available for additional fee ⁸	available for additional fee ⁸
Monthly fee per connection	300.–	125.–	90.–	55.–
Activation fee (one-off)	99.90	99.90	99.90	99.90
Moving fee	69.–	69.–	69.–	69.–
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 (one-off)				
Centro Business 3.0 (max. 10 Gbit/s) ² 1 x 10GB-Port/ 4 x 1GB-Port Wi-Fi 6 Router No bridge mode ⁹ No ITA (ISDN interface) Unit price 299.–	49.–	149.–	199.–	249.–
Internet failsafe guarantee ³ (Internet Backup) (one-off)				
4G USB Stick	free	free	/	/
4G Toolkit for Business (for a better internet quality and stability)	99.–	99.–	/	/
Bracket Toolkit for Business	11.–	11.–	/	/



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Business Internet Services options (available with all profiles)

Fixed IP addresses option¹⁰	1	4	8	16	32	64
Free to use	/	1	5	13	29	61
Monthly fee	12.–	22.–	33.–	50.–	70.–	95.–
Fixed IPv6 addresses	available in fixed IP addresses option					

Top Speed option	M	S	XS
Max. down/upload speed ²	10 Gbit/s	10 Gbit/s	/
Monthly fee	40.–	40.–	/

Swisscom blue TV	M	S	XS
Monthly fee blue TV Public	15.–	15.–	/
Monthly fee blue TV Host (per room)	15.–	15.–	15.–
Monthly fee blue TV Host (per room)	35.–	35.–	35.–

¹ Business Communication Services Hosted is also available with Business Internet Services wireless (see document [Business Internet Services wireless Facts & Pricing](#)).

² The available speed depends on local optical fibre expansion and the router that is used. A Swisscom connection with an optical fibre line (FTTH max 1 Gbit/s and XGS-PON max. 10 Gbit/s) to the business premises is usually required for identical upload and download bandwidths. Check the maximum speed available for your business address at swisscom.ch/checker

³ 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) and is available for free with a 4G USB-Stick or with a 4G Toolkit for Business (one-off CHF 99.–). As an Internet Backup Premium version the Toolkit for Business guarantees an improved internet and reception quality.

⁴ When combined with IP-Plus® and Enterprise Internet, the advanced service features apply for Business Communication Services.

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

⁶ The fault repair time is the period from the fault being reported to Swisscom until the full Swisscom service is restored. Details on calculation can be found in section 3 of the Service Level Agreement (SLA).

⁷ Cumulative conditions for compensation with SBC L are: A fault must occur in the sense of a serious drop in performance of a service that is caused by Swisscom (i.e. not by the customer or partner) (see section 2.3 of the SLA). The 8-hour fault rectification target is not met. The fault does not occur during the initial installation phase of the service concerned.

⁸ 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.

⁹ 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 3.0 offers the PPPoE Passthrough function.

¹⁰ If Business Network Solutions is activated, the fixed IP addresses must be managed via the Business Network Solutions dashboard.

All prices in CHF incl. VAT.

SME benefit for Smart Business Connect customers

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.