

Smart Business Connect

The IP-based communications solution for 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 communications 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? 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 failsafe guarantee and various service levels.

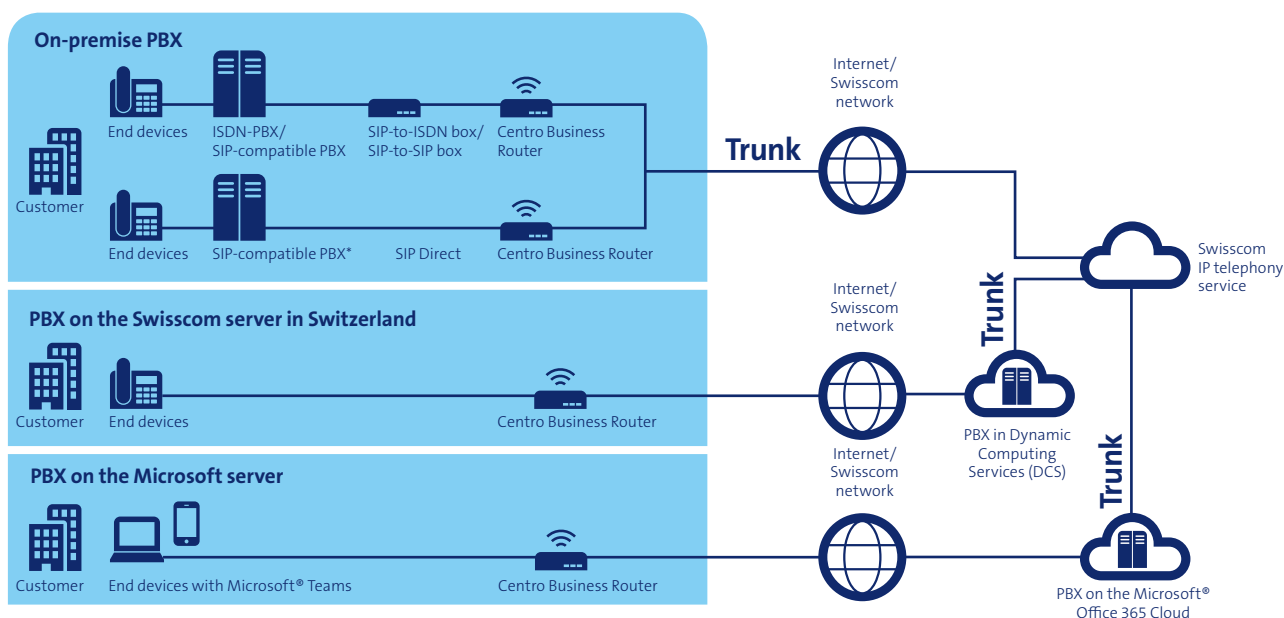
Customer benefits

> **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. 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

Smart Business Connect

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

	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
Dynamic Computing Services (DCS) trunk option ⁷	3.– per voice channel ⁶	free
Microsoft (MS) Teams trunk option	7.– per voice channel	free
Individual phone number	free	free
10-number block	0.–/10.– ⁸	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).

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).

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.

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).

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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 Only two voice channels can be used with Trunk light.

² Trunk light does not support 100- and 1000-number blocks.

³ In order to guarantee trouble-free fax transmission, an additional Hosted Communication package is required (charges apply).

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Facts & Pricing

Business Internet Services: your Internet and service options¹

	L	M	S	XS
Max. down/upload speed ²	1 Gbit/s	200 Mbit/s	50 Mbit/s	10 Mbit/s
Internet Backup ³ Failsafe guarantee for Internet and telephony Max. down/upload speed, Mbit/s	included 100/20	included 50/10	–	–
Service level for Internet ⁴ and telephony	advanced	plus	standard	standard
> Service desk and fault hotline ⁵	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 ⁶ (during support times)	8 hrs	10 hrs	–	–
> Compensation Conditions under footnote ⁷	Monthly fee incl. options	–	–	–
Your network solution fee ⁸ Basic element	included	available for additional fee ⁸	available for additional fee ⁸	available for additional fee ⁸
> 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)	89.–	89.–	89.–	89.–
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				
Centro Business 2.0 4-port universal WLAN router No bridge mode ⁹ Unit price CHF 299	49.– one-off	149.– one-off	199.– one-off	249.– one-off
Internet failsafe guarantee³ (Internet Backup)				
4G USB Stick	free	free	–	–
4G Toolkit for Business (for a better internet quality and stability)	99.– (one-off)	99.– (one-off)	–	–
Bracket Toolkit for Business	11.– (one-off)	11.– (one-off)	–	–

¹ Business Communication Services Trunk 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 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.

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- 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 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. 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

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	L	M	S	XS
Monthly fee	included	40.–	40.–	–

Swisscom blue TV	L	M	S	XS
Monthly fee blue TV Public	15.–	15.–	15.–	–
Monthly fee blue TV Host (per room)	15.–	15.–	15.–	15.–
Monthly fee blue TV Host advanced (per room)	35.–	35.–	35.–	35.–
Monthly fee blue TV L ²	20.–	20.–	20.–	–

SME benefit	International	Switzerland	Per minute rate
SME benefit with inOne SME mobile	✓	✓	✓
SME benefit with FSS	✓	✓	✓



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.³

¹ If Business Network Solutions is activated, the fixed IP addresses must be managed via the Business Network Solutions dashboard.

² Swisscom blue TV L may only be used for private purposes. For commercial use either Swisscom blue TV Public (e.g. in bars, restaurants, waiting rooms and break rooms) or Swisscom blue TV Host (e.g. in hotels or residential homes) is required.

³ Full Service Solution is not available with Trunk light.

All prices in CHF incl. VAT.