



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 (Hosted)

The IP-based communications solution with virtual PBX (hosted).

Business Communication Services

Do you want to enjoy the benefits of IP communication without investing in an expensive telephone system? Benefit from a modern cloud solution with no additional maintenance costs but which nevertheless meets the current standards at all times.

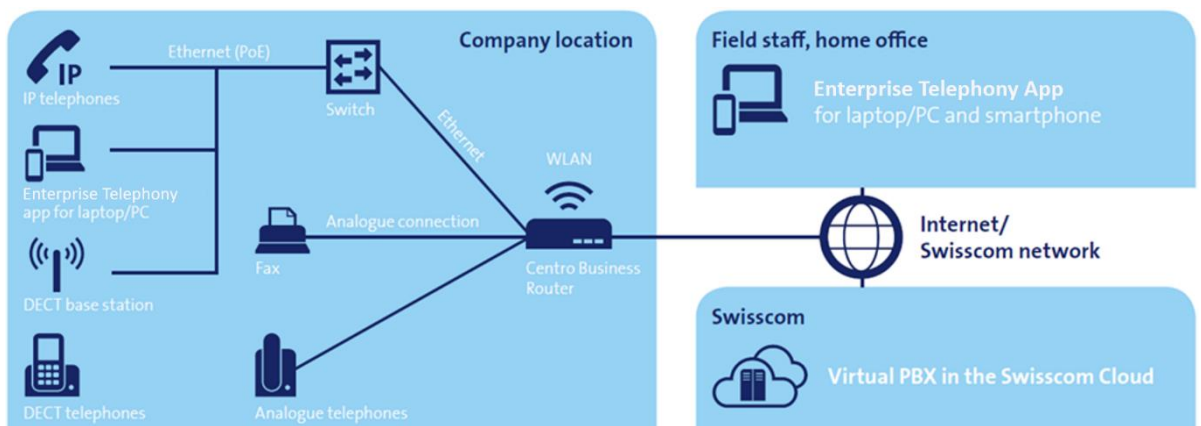
Business Internet Services

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, while also forming the basis for Smart Business Connect.

Your benefit with Smart Business Connect

- **Maximum flexibility:** choose the right communications package for each individual employee.
- **Failsafe guarantee:** with Internet Backup fail-safe guarantee, your Internet connection remains available all the time, even when the network is down, and you can still use the telephone.
- **Transparent tariffs:** you use a virtual PBX in the Swisscom Cloud for a fixed monthly price and can call all Swiss fixed and mobile networks for a flat rate from the Switzerland tariff upwards.
- **Making calls on the move:** thanks to the Enterprise Telephony app, you can also call on your landline outside the office.
- **Individual support:** you receive the best possible support on site from Swisscom and your certified partner.

Smart Business Connect with a virtual telephone system (PBX) enables you to communicate anywhere on any device.



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Facts & Pricing

Business Communication Services: your pricing model with a virtual PBX (hosted)	standard	basic
Enterprise Telephony App		
make calls on landline number outside the office	✓	✓
International monthly tariff per user	32.–	29.–
Internal company calls (in Switzerland)	included	included
Calls to all Swiss fixed and mobile networks ¹	included	included
Calls to international fixed and mobile networks (EU, Western Europe, USA and Canada, other country groups according to international tariff) ¹	included	included
Switzerland monthly tariff per user	22.–	19.–
Internal company calls (in Switzerland)	included	included
Calls to all Swiss fixed and mobile networks ¹	included	included
Per minute rate monthly tariff per user	12.–	9.–
Internal company calls (in Switzerland)	included	included
Calls to all Swiss fixed and mobile networks	Fixed network CHF 0.08/min. Mobile network CHF 0.30/min ²	Fixed network CHF 0.08/min. Mobile network CHF 0.30/min ²
Activation fee per user (one-off)	10.–	10.–
You can ...	make calls anywhere Full telephony functions incl. use of landline number outside the office.	make calls on site Simple telephony functions for telephones in meeting rooms, production areas and warehouses.

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

Swisscom (Switzerland) Ltd, SME, P.O. Box, CH-3050 Bern, Tel. 0800 055 055, www.swisscom.ch/sme

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.



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Business Communication Services options	Monthly tariff	One-off activation fee
Business International 200 B ¹	19.– per user	free
Business International 200 C ¹	29.– per user	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.–
Interactive Voice Response (IVR)	5.–	20.–
Receptionist	20.– per user	20.– per user
Barring sets	All barring sets can be set up free of charge in the Customer Centre.	

Business Communication Services: main features of the virtual PBX (hosted)	standard	basic
Enterprise Telephony App		
make phone calls	✓	✓
manage phone calls	✓	✓
Barring sets	✓	✓
Interrupt/toggle call	✓	✓
Automatic callback when busy	✓	✓
Call waiting	✓	✓
Go Integrator Cara ³	✓	/
Call logs	✓	✓
Redial	✓	✓
Call last incoming number	✓	✓
Multiple call diversion	✓	✓
Do not disturb	✓	✓
Withhold my number (CLIR)	✓	✓
Reject anonymous calls	✓	✓
Simultaneous ringing	✓	/
Conference call	7	3
Announcement/intercom	✓	/
Speed dial numbers	100	8
Busy signal (number of users informed)	15	5
Hunt group	✓	✓
Call pickup	✓	✓
Use my number on other telephones simultaneously (number of users)	10	2
Weekly and holiday plan	✓	✓
Selective number diversion	✓	/
Music on hold	✓	✓

¹ 200 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 is only available for communication packages with the International tariff model and can be ordered on a per-user basis.

² The first two 10-number blocks per site are free, whereby number blocks must be included on the same invoice as the Internet connection.

³ Go Integrator Cara enables the synchronization of telephony status and presence between Microsoft Teams and Smart Business Connect Hosted as well as the integration of CTI contacts from different sources.



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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 failsafe guarantee 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 (one-off)				
4G USB Stick	free	free	/	/
5G Mobile Backup (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 option ¹⁰	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 The Internet Backup fail-safe guarantee 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 5G Mobile Backup (one-off CHF 99.–). 5G Mobile Backup 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 can be found in the document [SLA Definitions](#).

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 offer conditions, section 2.8). 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:

If you combine Smart Business Connect with Enterprise Mobile, you'll get a **15% discount**.