In a business world that is changing at an ever-increasing rate, the need for a high-performance communications infrastructure is growing. Thanks to the associated phenomena of digitisation and networking, a secure and reliable Internet connection is becoming indispensable for SMEs.
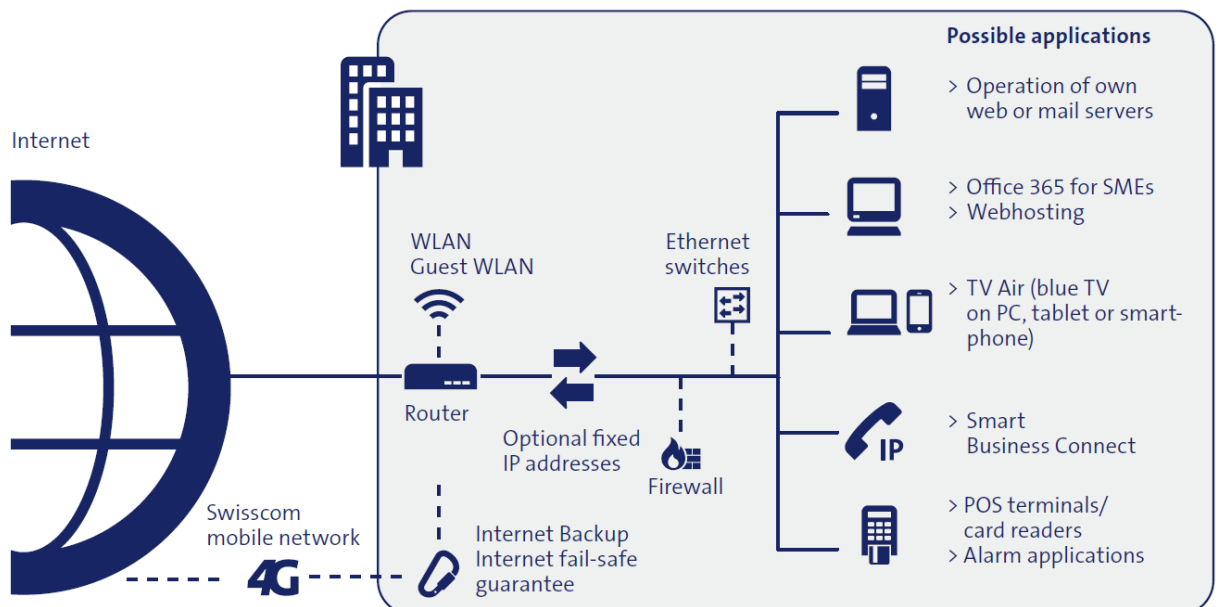
Business Internet Services combines fast, secure Internet access with a range of service levels and is a suitable starter package for smaller companies. Where necessary, Business Internet Services can be extended with a network solution (Business Network Solutions) or telephony.

What is Business Internet Services?

With Business Internet Services, you get a high-performance Internet connection for a wide range of applications. Business Internet Services offers you a secure Internet solution. You can benefit from Swisscom's tried and tested installation and support services, including a modern router, or even entrust the installation process to a certified IT partner so you can concentrate fully on your everyday business.

Your benefits with Business Internet Services

– **Flexible use:** Whatever your current needs and however they change in the future, Business Internet Services can be simply expanded at any time through additional Swisscom options and services.

– **Fast down- and upload speeds:** You choose the right Internet speed for your business applications. With Swisscom's modern network infrastructure, you benefit from fast down- and upload speeds and state-of-the-art broadband technologies.

– **Internet fail-safe guarantee:** For applications that are critical for success, a permanent Internet connection is indispensable. As well as offering high availability, you can further protect your Internet access with the Internet Backup failsafe guarantee. In this way, your services will remain available even when the network is down.

– **Choice of service levels:** Business Internet Services combines a high-performance Internet connection with a range of service levels. Depending on the Internet package, you can therefore benefit from extended support and fault repair hours.

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Facts & Pricing

Applications

- Efficient, adaptable Internet subscription for SMEs.
- Usable from fixed IP addresses to provide Internet services such as online shops, web or mail servers, or your own firewall.
- Maximum down- and upload speeds: symmetrical bandwidths of up to 1 Gbit/s available with fibre optics.
- Extendable with Smart Business Connect telephony solution.
- Secure data transfer for point-of-sale terminals or alarm systems (see also separate M2M Wireline factsheet).

Support and security

- Professional support from Swisscom or your certified IT partner.
- Support and fault repair times according to chosen service model.
- Reimbursement of all Business Internet Services monthly charges, including options, if fault repair time is not adhered to with Business Internet Services L.
- With Internet Backup and Switzerland's best mobile network (Connect 01/2016), your Internet service is still available even when the fixed connection is down.
- Router from a range of tried and tested models.
- Installation and router configuration can be carried out by Swisscom or a certified IT partner.

Business Internet Services Your Internet and service options[1]	L	M	S	XS
Max. down/upload speed[2]	10 Gibt/s	300 Mbit/s	100 Mbit/s	10 Mbit/s
Internet Backup[3] Max. down/upload speed, Mbit/s	included 100/20	included 50/10	/	/
Service level	advanced	plus	standard	standard
Service desk and fault report hotline[4]	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[5] (during support times)	8 hrs	10 hrs	/	/
Compensation Conditions under footnote [6]	monthly fee incl. options	/	/	/
Your network solution fee[7] Basic element - Site networking (VPN) - Quality of Service (QoS) - DHCP options - NAT/PAT rules - DMZ	included	available for additional fee[7]	available for additional fee[7]	available for additional fee[7]
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	free	free	free	free
Downgrade 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[8] No ITA (ISDN interface) Unit price 299.–	49.–	149.–	199.–	249.–
Internet failsafe guarantee[3] (one-off) (Internet Backup)				
4G USB Stick	gratis	gratis	/	/

4G Toolkit for Business (for a better internet quality and stability)	99.–	99.–	/	/
Bracket Toolkit for Business	11.–	11.–	/	/

Business Internet Services options

Fixed IP addresses option[9]	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	L	M	S	XS
Max. down/upload speed[2]	10 Gibt/s	10 Gibt/s	10 Gibt/s	/
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[10]	20.–	20.–	20.–	/

[1] Business Internet Services wireless offers you secure Internet access via a 4G mobile network at locations where the Internet bandwidth is insufficient or where installing a wired Internet connection is not worthwhile. Further information can be found in the 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 is available 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] Faults are normally reported to the Swisscom SME Hotline. Under the SME partner model, 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.

[5] 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.

[6] 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.

[7] 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.

[8] 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.

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

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

All prices in CHF incl. VAT.