

White Paper "Identification by a RA-Agency with RA-App"

1 Introduction

Persons on whose behalf advanced or qualified electronic signatures are to be created with Swisscom's All-in Signing Service must first be identified by Swisscom. This applies both to legislation in Switzerland (ZertES) and in the EU (eIDAS). Each Swisscom RA agency can take over identification tasks when verifying the identity of persons to whom qualified or advanced digital certificates are to be issued.

2 How does identification work?

The RA agency is responsible for carrying out the identification process for Swisscom, which natural persons must undergo before they can have Swisscom generate electronic signatures. For this identification process, the RA agency designates persons who carry out the identification process using the RA app (Registration Authority Agents, "RA Agents"). RA agents are thus Swisscom-authorized RA App operators who belong to the RA Agency's organisation. Identification is carried out using an app provided by Swisscom ("RA app"). The RA app (application) is an app that can be downloaded from the Android or Apple App Store. It transfers the data collected during the identification process directly to Swisscom.

The identification process always takes place after successfully completed e-learning training course from Swisscom and using the latest version of the RA app. The procedure is as follows:



The RA-App asks the RA agent to first select the issuing state and the type (ID, passport) of the identification document. The zones for the haptic and visual examination are then displayed on a sample of the selected document, with which the authenticity of the document can be checked. The front and back of the document must be photographed. An OCR automatically determines the necessary identification data from the machine-readable zone of the document. These extracted data must be checked for read errors and corrected. A photo of the person to be identified with background of the environment in which the identification was carried out (e.g. table, characteristic murals) proves the physical presence during the test. The identified person finally receives a call to a mobile phone number entered by the RA agent to confirm the correctness and possession of the mobile phone number. Once the identification has been completed, the identified person must confirm the terms of use of the AIS Service by clicking on the link in a sent SMS and confirming the terms displayed there.

A person identified by the RA app thus becomes a "Community Member" of the Swisscom signatories and can have a valid personal signature created for the duration of the validity of the identification for all signature applications that Swisscom partners and customers use in conjunction with the All-in Signing



Service. This is done without a new identification being necessary, as long as this is permitted by the respective subscriber application.

3 How can I build a RA agent network?

For legal reasons, the RA Agency may only propose persons from its own organisation as RA Master Agents or RA Agents, but third organisations may conclude a contract with Swisscom as a further RA Agency.

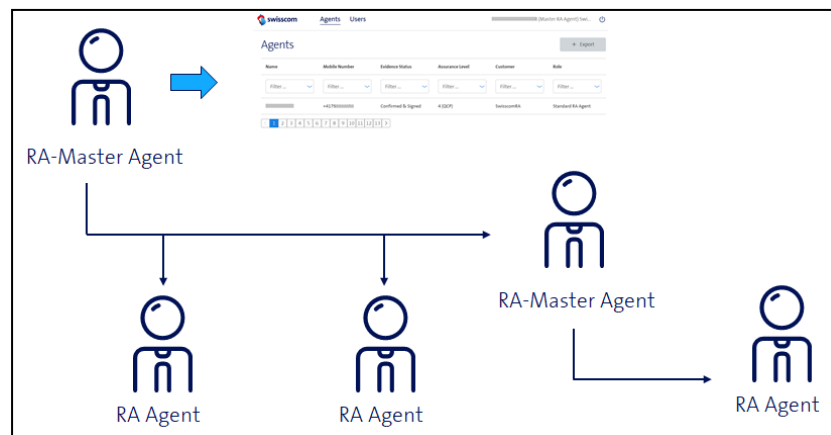
After concluding the contract, the RA agency first applies to Swisscom for the appointment of a RA Master Agent using the form provided. The RA agency shall ensure that the designated RA Master Agent has previously been identified by a Swisscom RA agent (e.g. contact person named in the contract or Swisscom partner) for the qualified electronic signature with Swisscom.

Swisscom examines the RA agency's application. The designated RA Master Agent receives a link to the e-learning module as well as a link to the administration portal for the RA service activities of his RA agency by SMS to the specified mobile phone number or by e-mail. The RA Master Agent conducts the training for his RA Agent activity in the e-learning module and automatically completes the e-learning by answering exam questions. Swisscom will automatically be notified of the successful training and will provide access to the administration portal for the RA Master Agent. Before the authorization as RA Master Agent an employee of us will contact the future RA Master Agent in an online session and train him in handling his activity and in particular in using the administration portal.

RA Master Agents can specify additional RA Agents in the Administration Portal and manage their status. They may also, to the extent necessary for the performance of the RA Agency's obligations, view the following data of all persons identified by the RA Agency:

- first name(s), surname(s) of the person
- Reference to the identification evidence (ID card data is no longer visible)
- mobile number
- Trust level of identification (allowed for qualified or advanced signature)
- Authorization to sign only for a specific participant application or globally
- Date of identification
- Expiry of validity for signature authorization
- Status of identification

RA agents themselves can only perform identification tasks. Each RA-Agent and each Master-Agent will be informed once again of their duties of cooperation and confidentiality at the end of their examination and must confirm these as "read and understood". These obligations are an integral part of the RA Agency contract which the RA Agency concludes with Swisscom in advance.



This means that the automatically supported roll-out can completely be carried out by the RA agency - even across different locations.

Swisscom and its auditor are free to randomly examine the work of the RA agency if requested to do so by the auditor. As a rule, this does not take place on the spot, but only on the basis of the data records transmitted.

Swisscom will continue to support the RA agency through its support. The RA agency receives a support number (PRO number) when the contract is concluded and can contact Swisscom Support +41 (0) 800 724 724, menu "Data Services", keyword "All-in Signing Service", 24 hours a day.

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