

Service Description

Full Service Solution FSS

Full Service Solution Standard

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1 Overview

The «Full Service Solution» - or «FSS» - is a managed service for an overall communications solution that combines services, infrastructure components and lifecycle services. The service comprises the telephony and Unified Communications & Collaboration (UCC) solution for fixed-line and mobile users.

Swisscom plans, installs, operates and monitors communications solutions at the customer's premises and /or in the Swisscom data centre.

The infrastructure provided (including hardware and licences) remain the property of Swisscom.

The Service is characterised in part by the following key features and functionalities:

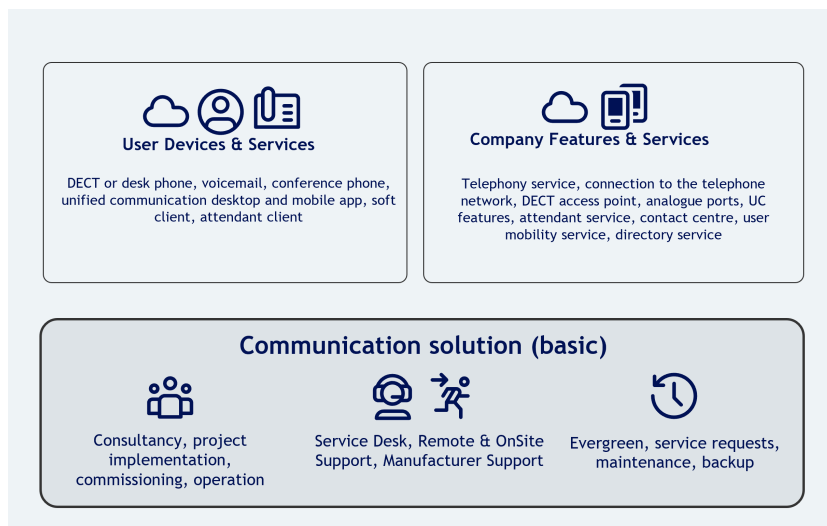
- Installation: Installation and commissioning of the basic services are carried out by Swisscom.
- Provision of functionalities: Swisscom makes the agreed functionalities available for use at the customer's premises or at the Swisscom data centre.
- Operation of the software and hardware provided.
- Service: Swisscom provides the agreed services for operation and maintenance (rectification of faults, upgrades and modifications to the solution).
- Evergreen: Swisscom ensures that the installation used for the functionalities provided is in line with the current state-of-the-art.

Under «Full Service Solution» - «Full Service Solution Standard» - hereinafter also «Service», the infrastructure is set up and operated at the customer's location.

2 Service design & definitions

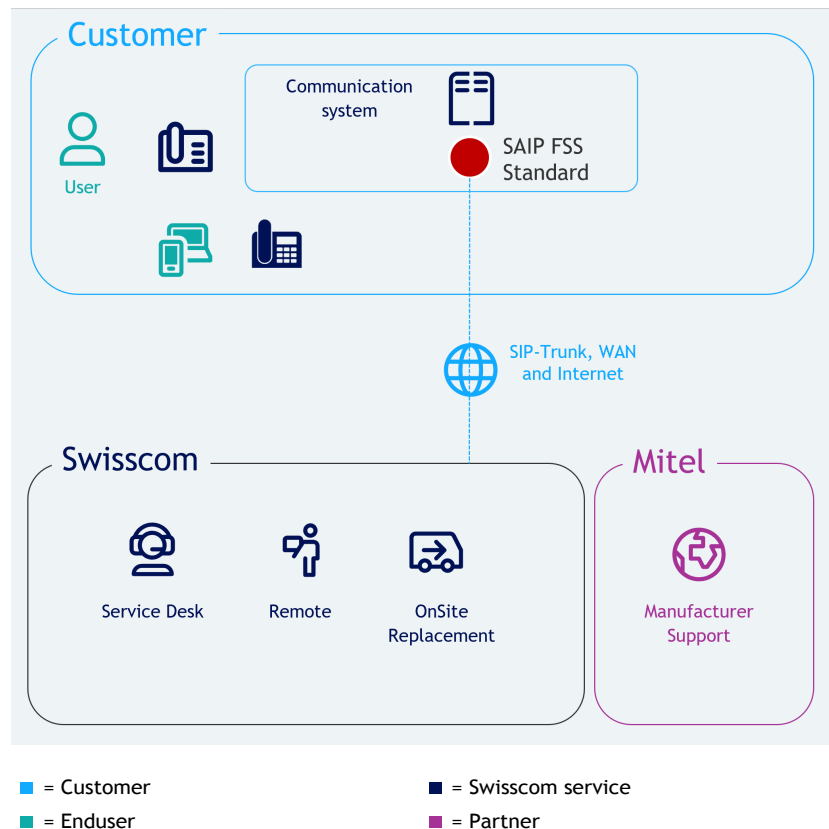
2.1 Service design

The structure of the Service is shown in the following schematic diagram:



2.2 Service Access Interface Point (SAIP)

The Service Access Interface Point (SAIP) is the contractually agreed, geographical and/or logical point at which a service is delivered to the service user. It is also the point at which a service is monitored and the service levels provided are documented.



Definition of the SAIPs

SAIP	Definition
SAIP FSS Standard	For the scope of service defined here, the SAIP is located within the customer's infrastructure.

2.3 Glossary, abbreviations and legends

Glossary and abbreviations

Glossary	Definitions
Basic services	The Service comprises the agreed basic service as well as other additional services (options) that are subject to a fee.
Extension	The Service is provided for a contractually defined number of users and features. For each additional user or feature of the Service, Swisscom sets up an additional chargeable extension.
Feature	Feature of a functionality, or the description of an application as part of the overall system.

Glossary	Definitions
Functionality	The Service comprises only the provision of the functionality and does not entitle the customer to use of a specific CPE. Swisscom may replace any hardware or software used by functionally equivalent or superior components at any time.

Abbreviations	Definitions
CPE	Customer Premises Equipment
SAIP	Service Access Interface Point
SSLP	Standard Service Level Parameter

Symbols used to specify the scope of services

Symbol	Meaning
●	Included in the Service as standard and included in the price
○	Not included in the Service, but available for a separate fee
▲	The Customer's cooperation and provisioning obligation
△	Activity to be carried out by the Customer as required (service limitation)

For the specification of the scope of service within options, the symbols are only valid if the option is purchased by the Customer.

The definition of responsibilities

In the specification of activities, the responsibilities are in each case recorded as follows:

Responsibilities	Meaning
C	Responsibility of the Customer
S	Responsibility of Swisscom

3 Core services

The following core services are available in the context of this Service:

Core services	Full Service Solution Standard
Service Management	
Operation	●
Incident Management	●
Service Desk	●
Preventive Maintenance	●
Evergreen	
End-of-support replacement of end devices and basic infrastructure	●
Major releases (software upgrades)	●
Location-independent availability	
Web and mobile applications	○

3.1 Service Management

Swisscom manages all of the administration of the communication solution.

3.1.1 Operation

Features / functionalities

Responsibility and management of the operation of the solution by Swisscom for the customer. ●

Non-recurring activities

Provision of the agreed functionalities at the agreed locations	S	●
Instal the system licences required to operate the telecommunications solution as part of the commissioning process	S	●
Acceptance of the licence terms from the software manufacturer during commissioning	C	▲
Installation, configuration and operation of the infrastructure owned and provided as a basis by the customer (including maintenance services for PC systems, in particular switching systems).	C	▲

Recurring activities

Renewing licences for Software Assurance when they expire	S	●
Proactive notification of Swisscom of any changes to customer equipment (e.g. network components, active directory, DNS server, DHCP server, firewall, exchange etc.) which could impact the operation of the solution	C	▲
On request by Swisscom, production of a written inventory listing all equipment (including software) that is connected to the customer networks (incl. in-house installations). If Swisscom does not receive the necessary information, the customer bears any resulting consequences and costs	C	△

Terms and conditions / provisions

The customer ensures that the data network is VoIP-ready for the entire contract period.

The customer is responsible for the secure storage of system documentation, system software and backup data carriers at a location that can be accessed by Swisscom.

3.1.2 Incident Management

As part of Incident Managent, Swisscom deals with all incidents that affect the Service.

Features / functionalities

Rectification by Swisscom of any faults affecting the Service. Basic fault rectification includes: ●

- Configuration changes (workaround)
- Patching of application software for central solution components
- Import/recovery of last customer data backup
- Reinstallation of the communications solution within the scope of the contractually agreed features and import of the data provided as backup.

Non-recurring activities

Authorisation of Swisscom and its partners to ensure a remote maintenance connection from the operation centre via the data network to the application servers and service components provided by Swisscom (Remote Access).	C	▲
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Recurring activities

Provide the customer with telephone and online accesses (Service Desk) through which it can report its administrative needs in relation to the contract	S	●
Open a ticket for each separate incident	S	●
Provision of information on the status of processing (ticket) via the Service Desk	S	●
Notification of the customer of the successful completion of the customer request and closure of the ticket	S	●
Provision of replacement material and, if necessary, on-site service within the Support Time. On-site work is included in the price	S	●
Performance of on-site work on components included in the Service	S	●
If remote access is not permanently activated, the customer must activate remote access for Swisscom directly after an incident ticket has been opened and at least until Swisscom has closed this incident ticket	C	▲
A decision shall be made on a case-by-case basis whether fault localisation and rectification should be conducted remotely or on site and the urgency of the fault shall be classified	S	●
Replacement of defective hardware components, which remain the property of Swisscom	S	●
Replacement of defective items where useful with hardware and/or software with comparable or improved functionality	S	●
Return of replaced (defective) hardware components within a calendar week to the address notified by Swisscom, unless Swisscom makes the replacement on-site	C	△
Ensurance of availability of replacement parts for contractually maintained components subject to manufacturer availability for the duration of the contract	S	●

Terms and conditions / provisions

The customer allows Swisscom or a partner commissioned by Swisscom to access its own telecommunications solution by means of remote maintenance.

3.1.3 Service Desk

Provision by Swisscom of access to the customer through the Service Desk of telephone and online accesses through which it can report its administrative needs in relation to the contract.

Recurring activities

Opening of a ticket through the Service Desk for each separate incident	S	●
Provision of information on the status of processing (ticket) via the Service Desk	S	●
Notification of the customer through the Service Desk of the successful completion of the customer request and closure of the ticket	S	●

3.1.4 Preventive Maintenance

The following individual services are carried out as part of preventive maintenance:

- Check on the central communication system
- Analysis of the error log and implementation of the relevant corrective measures
- Installation of available necessary minor releases or software patches
- Backup: Backup of system configuration and customer data. Backups can be stored at the customer's premises as well as at Swisscom.

Preventive maintenance is carried out once a year on site either by Swisscom or by a partner commissioned by Swisscom.

Features / functionalities

Identification of potential problems with the customer's communication solution and timely correction through preventive maintenance		●
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Recurring activities

Installation of minor releases or software patches required to provide the Service	S	●
Installation of minor releases (hotfixes, security patches, etc.) in accordance with risk assessment	S	●
If necessary and requested by Swisscom, performance of tests of the implemented changes	C	△

Terms and conditions / provisions

Swisscom decides on the services included in preventive maintenance.

3.2 Evergreen

Evergreen includes the replacement of end devices due to wear and tear and release management.

3.2.1 End-of-support replacement of end devices and basic infrastructure

If hardware components included in the service reach the End of Support date, Swisscom will take care of their replacement.

Features / functionalities

Use of state-of-the-art components		●
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Recurring activities

Replacement of end devices and basic infrastructure included in the Service at Swisscom's expense with equivalent up-to-date devices by the manufacturer's end-of-support date	S	●
Autonomous decision on the replacement of end devices if the end of support date is not reached	S	●

Terms and conditions / provisions

Decision by Swisscom on the replacement of end devices.

Swisscom may replace any hardware used by functionally equivalent or superior components at any time.

3.2.2 Major releases (software upgrades)

When major releases are published by the manufacturer, Swisscom takes care of updating the affected components of the service.

Features / functionalities

Ensuring that the status of the service is always state-of-the-art	●
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Recurring activities

Testing, release and introduction of new software releases (major releases)	S	●
Ensure release management for the components included in the contract	S	●
Installation of major releases (software upgrades) according to own risk assessment	S	●
Coordination of release management for customer's own client software, peripheral systems and devices (mobile devices) that are not included in the scope of the contract in good time with Swisscom's release cycles.	C	△

Terms and conditions / provisions

Swisscom reserves the right to skip individual releases from the manufacturer.

The customer ensures that newly used client software versions meet Swisscom's specifications. Any additional costs shall be billed separately to the customer at cost.

3.3 Location-independent availability

The customer also has the option to benefit from the services of the telecommunications solution outside the locations defined in the service contract.

3.3.1 Web and mobile applications

The service can be used from any location using optional web and mobile applications.

Features / functionalities

Location-independent communication via web and mobile application		O
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Non-recurring activities

Integration of the necessary licences into the customer's FSS contract	S	O
Ensure a functioning connection between the customer's telephone exchange and the Mitel CloudLink	S	●
Acceptance of the licence terms from the software manufacturer during commissioning	C	▲

Recurring activities

Ensure the correct licensing of the web and mobile applications throughout the term of the contract	S	●
Renew licences for the web and mobile applications after they expire	S	●

Terms and conditions / provisions

The customer accepts that if web and mobile applications are used, the data is stored in a cloud and the manufacturer Mitel can view the customer's data

Swisscom is not a contractual partner of the customer in this respect and accepts no responsibility for the functionality, availability, data protection and data security of the app and the data exchanged via it.

4 Support services

4.1 Non-recurring services

The following non-recurring services are provided within the framework of this Service:

Non-recurring services	Full Service Solution Standard
Provision of the Service	●
Termination of the Service	●

4.1.1 Provision of the Service

Non-recurring activities

Commissioning and documentation of the service	S	●
Check on the suitability of customer's own infrastructure for the technical requirements of the Service	C	▲
The customer is responsible for ensuring that the details it provides are correct and complete and for the consequences of any modifications made	C	▲
Performance of suitability assessment for the customer optionally at the current prices and conditions	S	○
Measurement of the cordless zones and provision of the cabling	C	▲
Modifications to or expansion of existing networks	C	▲
Correct recording and provision of the customer data required for commissioning	C	▲
The customer is responsible for ensuring the accuracy and completeness of the customer data	C	△
Setup of the configuration necessary for the Service in the customer's IT systems (e.g. active directory, DHCP server, DNS server, firewall, exchange) in accordance with Swisscom specifications (incl. granting of the necessary access rights)	C	▲
Responsibility for customer-specific configuration when programming the CPE	C	△
Timely provision and maintenance at its expense of the necessary infrastructure, such as appropriate rooms, undertaking structural measures, site installation, air conditioning and power supply (incl. operating current)	C	▲
Delivery, assembly and installation of the infrastructure required for the agreed functionality in suitable areas of the customer's site	S	●
Performance of functional tests of the Service	S	●
Assistance with commissioning and performance of functional tests of the Service, if necessary	C	△
One-time brief instruction by selected technical staff on the customer side	S	●
Handover of the system, incl. its components, in accordance with the acceptance protocol for each location	S	●
Connection of the customer site to the Swisscom network	C	△
Connection of multiple customer locations	C	▲

Terms and conditions / provisions

of the customer must complete infrastructure work required at least five working days prior to any agreed commissioning date.

4.1.2 Termination of the Service

Non-recurring activities

Return of the infrastructure to Swisscom in the condition resulting from its contractual use	C	▲
Dismantling, collection and disposal of the Managed Service system components and end devices	S	●

Terms and conditions / provisions

Termination of the contractual relationship also terminates the customer's right (usage licence) to use the software provided by Swisscom.

Missing components are billed to the customer at replacement cost (with the exception of bought-in items)

4.2 Recurring services

The following recurring services are provided within the framework of this Service:

Recurring services	Full Service Solution Standard
Service Request (MACED)	●

4.2.1 Service Request (MACED)

The customer can request changes to the current service configuration via Service Request (MACED). There are five types of change orders:

- Move: an existing CPE is to be moved within a building.
- Add: an additional CPE is to be installed and set up.
- Change: administration of user data (updating names or phone numbers; changing group combinations; resetting passwords).
- Exchange: an existing CPE is to be exchanged for another one.
- Delete: a CPE is to be dismantled and taken back.

Recurring activities

Open a service request via the sales partner or online portal	C	▲
Make the changes requested by the customer	S	●
Track the status of the service request in the online portal	C	△
Bill time spent on implementation to the customer separately	S	●
The costs for any necessary adjustments to the house installation or the LAN that are required for the configuration change are borne by	C	▲

Terms and conditions / provisions

The customer bears the costs of implementation.

5 Service levels

5.1 Service Level Agreement

Definitions of terms (Operation Time, Support Time, Availability, Process, Performance, Security and Continuity), the Service Level Metrics and the description of the measurement method and reporting are derived from the other contract elements, in particular the basis document «SLA Definitions».

The following service levels apply for the Service. If several service level options are available, the service level is selected in the service agreement.

Service Level Variant	Definition
SLA Standard	Standard Service Level for customers who require support services from Monday to Friday during standard office hours.
SLA Advanced	Extended Service Level for customers who require support services longer during the day and also on Saturdays.
SLA Premium	Premium Service Level for customers who require round-the-clock support services.

SSLP Operation Time

			SLA Standard	SLA Advanced	SLA Premium
Operation Time	Mo-Su	00:00-24:00	●	●	●

SSLP Support Time

			SLA Standard	SLA Advanced	SLA Premium
Support Time	Mo-Fr	07:00-18:00	●	—	—
	Mo-Sa	06:00-22:00	—	●	—
	Mo-Su	00:00-24:00	—	—	●
Fault Acceptance	Mo-Su	00:00-24:00	●	●	●

SSLP Availability

With respect to the SSLP Availability, no service levels are provided for this Service.

SSLP Process

			SLA Standard	SLA Advanced	SLA Premium
Incident Management	(Priority)				
Incident Intervention Time	All Prio	4 h	●	●	●
Incident On Site Intervention Time	All Prio	EONBD	●	—	—
	All Prio	6 h	—	●	●
Service Request					
IMACD Fulfillment Time	EO5BD		●	●	●

SSLP Performance

With respect to SSLP Performance, no service levels are provided for this Service.

SSLP Security

			SLA Standard	SLA Advanced	SLA Premium
Basic (ITSLB)			—	—	—

Security Services	Definition
Basic (ITSLB)	The IT Security Level Basic (ITSLB) is based on the measures described in ISO27001:2012 and includes the services described in detail in the Swisscom basis document «Information Security».

SSLP Continuity

		SLA Standard	SLA Advanced	SLA Premium
ICT Service Continuity (ICTSC)	RTO Best Effort RPO Best Effort	●	●	●

5.2 Service level reporting

No standard service level reporting is provided in the scope of the service.

6 Billing and quantity report

6.1 Billing

The following information is shown on the invoice or is relevant for billing purposes:

Price item	Unit / period	Minimum usage / invoice	Maximum usage / invoice	Quantity included
Full Service Solution	Fixed price /month	1	Unlimited	—

Terms and conditions / provisions

Services will be billed retroactively for the previous month.

The price for the permanent service is redefined once a month on the basis of the solution components installed as commissioned by the customer.

Changes made in the interim affect the price for the current period.

6.2 Quantity report

No quantity reporting is provided within the scope of the Service.

7 Data protection

Swisscom acts as a commissioned data processor within the meaning of the Swiss Data Protection Act with regard to the personal data entrusted to it by the Customer within the scope of the present Service. For data processing, the Data Processing Agreement (DPA) agreed separately with the Customer and the associated annexes shall apply.

Swisscom may engage auxiliary persons from Switzerland and abroad and transfer data processing to them in compliance with the provisions of the Swiss Federal Act on Data Protection and the GDPR. Information on Swisscom's subprocessors can be found in the current subprocessor list

The technical and organisational measures taken by Swisscom for the present Service are, in Swisscom's opinion, adequate for the protection of all types of personal data entrusted to Swisscom by the customer in the context of the use of the Service.

Swisscom is entitled, subject to data protection law, to process personal data in other countries/regions, but must inform the Customer thereof in advance. The Customer may object in writing to processing in other countries/regions for important legal reasons within a period of 30 days.

The following measures are taken to prevent unauthorised processing when accessing data from or transferring it abroad:

- No access to the customer system from abroad.
- Only logs from customers are analysed if required (support case).

The following applies to the use of Mitel's web and mobile applications:

For data transmissions between the customer and Mitel based on the use of Mitel's web and mobile applications, the data protection regulations apply in accordance with Mitel's provisions. Swisscom accepts no responsibility for this and Mitel is not a subcontracted data processor or auxiliary person of Swisscom in relation to such data transfers. As mentioned above, it is the sole responsibility of the customer to assess the legality and suitability of such data transfers for its purposes and to restrict them by technical measures or settings in the product if necessary. This provision applies to any support case with the assistance of Swisscom, in which Swisscom may provide Mitel with access to the customer's data on behalf of the customer.

8 Special provisions

8.1 Licences

Where licences are provided by the Customer, the Customer will be responsible for correct licensing of the software used in accordance with the provisions of the applicable manufacturer's licence agreement and the terms and conditions of use of the respective manufacturer. The licensing situation must be reassessed in the event of any changes to the system landscape, a software switch, etc. any measures subsequently required to ensure correct licensing must be implemented by the Customer. In addition, the Customer is obliged to provide Swisscom with all the relevant licence information (e.g. precise descriptions of the type, number and durations of the licences, especially to prove correct licencing for internal Swisscom audits) upon request or in the event of changes on the part of the Customer. If licences are an integral part of Swisscom's Service, Swisscom will be responsible for correct licensing. These provisions also apply to open source software.

8.2 Service delimitations

The infrastructure required for the provision of the service may be provided wholly or partially for non-exclusive use and may be installed by Swisscom off the customer's premises.

Operation can include server access by a Swisscom partner.

The following are not included in the basic service:

- The networks required for the service (in particular, in-house installation, the telephone network and the LAN cabling), operating materials and consumables (e.g. data carriers, terminal cabling, batteries, rechargeable batteries etc.)
- Assessment of the LAN for VoIP compatibility.
- Modifications to or expansion of existing networks.
- Measurement of cordless zones and provision of cabling.
- Customer-specific configuration when programming the CPE.
- Customer-specific training (more comprehensive than the brief introduction).
- Installation, configuration and operation of the Customer's CPE. Amongst others, maintenance services for PC systems, in particular switching systems provided by the customer as the basis.
- Distribution, installation, configuration and operation of provided client software.