



Are you still looking for the best way of simplifying and centralising your voice communications infrastructure? With Enterprise SIP, we have the right solution for your Swiss-based business.

Enterprise SIP

Voice communication via IP networks – a future-proof, low-cost solution offering high quality and security

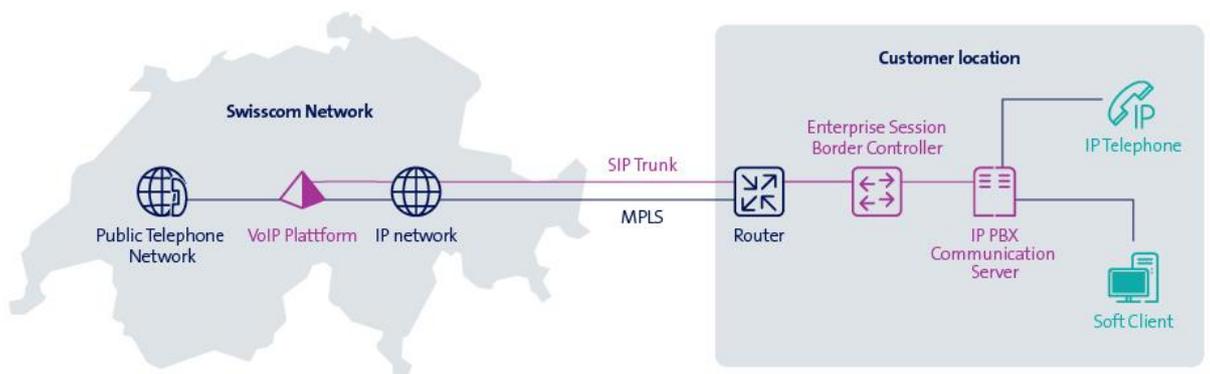
What is Enterprise SIP?

Enterprise SIP connects your IP-based communication system to the public telephone network and uses SIP (Session Initiation Protocol) to control calls. The shared communications network for voice and data makes the planning, implementation and subsequent operation stages simpler and less expensive. Our comprehensive solution also meets the current technological standards and offers maximum security and reliability.

The Swisscom's IP network assures a high voice quality. Enterprise SIP offers all basic telephony services as well as a range of additional service options. It therefore meets all the needs of redundant architectures, including flexible emergency number routing.

Your benefits with Enterprise SIP

- Connection of a central, IP-based communication system to the public telephone network
- High reliability and availability thanks to multi-stage, multi-layer redundancy
- Top-security thanks to trusted SIP trunking in Swisscom's own MPLS-capable IP network
- High voice quality
- Reduced costs thanks to a common central infrastructure for voice and data
- Invoice reporting for simple, consolidated accounting
- Enterprise Session Border Controller (eSBC) at customer location for the termination and quality assurance of the SIP trunk connection (only with Enterprise SIP Standard and Enterprise SIP WAN)
- Easily budgetable costs thanks to Voice Channel Flat.



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Facts & Figures



Basic services

Enterprise SIP offers all the essential features of traditional telephony

High voice quality (thanks to G.711 A-law encoding), Caller display, Central number plan (e.g. 058 xxx xxxx), Full number portability, Fax (G.711 or T.38), Full interoperability thanks to SIP trunk certification

IP access via MPLS

Enterprise SIP includes, as standard, a dedicated IP access via MPLS with the necessary bandwidth and correct Class of Service throughout the network.



Supplementary services

Enterprise SIP Unbundled and Enterprise SIP WAN

With these SIP trunking variants, an existing Swisscom IP connection is used at the customer location (separate contract). Sufficient bandwidth and Platinum Class of Service are required on the IP connection. With Enterprise SIP Unbundled, additionally a dedicated, Swisscom approved Session Border Controller is required. With Enterprise SIP WAN, the Enterprise Session Border Controller (eSBC) of Enterprise SIP is used.

Enterprise SIP Cloud

The "Enterprise SIP Cloud" version, allows for connecting a Cloud PBX, such as Microsoft 365 Phone System.

ISDN Media Gateway

The SIP trunking service includes a gateway that connects a traditional TDM PBX with ISDN Basic and Primary Rate Interfaces (BRI and PRI) via Enterprise SIP. The conversion of ISDN protocol to SIP occurs in the gateway.

Service Options

Forwarding scenarios

Diversion of incoming calls to an unlimited number of pre-defined individual phone numbers.

API for forwarding scenarios

Use an API to activate customer-defined manual forwarding scenarios.

Multi SAP ¹⁾

Termination of a SIP trunk service in multiple locations (SAP, Service Access Point). All connections are active and can be used simultaneously.

Multi PBX ²⁾

Connection of multiple PBX systems or fax servers in one location. Calls are allocated based on phone numbers.

Multi Server

Failover mechanisms for calls from a primary communication system to a secondary system or further systems.



Availability SDT1

Higher availability of the SIP trunk access point (SAP, Service Access Point) through redundancy at IP connection level.

Trunk Failover

In the event of an error, calls will be diverted to an alternate trunk.

Advanced Monitoring

The correct functioning of the SIP signaling for the telephony connection between the customer voice system and the public telephone network is proactively and continuously monitored. In the event of a fault, measures are taken to resolve the problem.

Channel Split³⁾

For each SIP trunk, a limit can be set for incoming and outgoing calls, specifying the maximum number of voice channels that can be used simultaneously. This ensures reachability in both directions.

Bursting³⁾

At SAIPs (Service Access Interface Points) with SDT1 availability, «bursting» is possible, i.e. twice the number of contractually agreed voice channels can be used. Bursting is permitted for a total of max. 1 hour and 4 events per month. The prerequisite for bursting is that both connections are available in the case of a redundant connection.

Call Filter

Calls from certain phone numbers are rejected.

Anti-Spoofing

Calls which misuse customer-owned telephone numbers are identified and marked accordingly.

Blocking outgoing calls

Outgoing national and international calls can be specifically blocked by means of lists, which can be configured in part

Shared Connectivity

Under the «Shared Connectivity» variant of Enterprise SIP, the logical connection of the customer to the Swisscom SIP core platform is provided via the SBC of an Application Service Provider (abbreviated to «ASP», a third party or Swisscom), with which the customer concludes an independent contract for the use of the SBC (incl. connectivity). In this case, the Service Desk is provided by the ASP

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Online administration of important service functions by the customer (set up/activate diversion scenarios, set up emergency number routing, create inventory, etc).

¹⁾ this option is only available with the variants «ESIP Standard» and «ESIP WAN»

²⁾ this option is not available with the «Enterprise SIP Unbundled» variant

³⁾ the options Channel Split and Bursting cannot be used simultaneously on a SIP trunk



Call charges with Enterprise SIP

Calls are billed according to your chosen price plan. As well as per-minute rates, you can pay a flat rate for each channel

FlexNet Netto (minute rate) **or Flexnet Flat**

Traffic not covered by Voice Channel Flat is subject to either the tariffs agreed in a separate Flexnet contract between the customer and Swisscom or the prices published by Swisscom on its website <https://www.swisscom.ch/en/business/sme/internet-fixednetwork-television/tariffs/smart-business-connect/tabs-telefonie2.html> - tarif.

A Flexnet tariff is dependent on prior registration of the relevant numbers under a Flexnet contract.

Voice Channel Flat Swiss

With Voice Channel Flat Swiss, national telephone calls to standard fixed and mobile numbers supplied by providers in Switzerland and/or Liechtenstein are charged at a recurring flat monthly fee for each voice channel. *

Voice Channel Flat Neighbours

With Voice Channel Flat Neighbours, national telephone calls to standard fixed and mobile numbers in Switzerland and Liechtenstein, as well as international calls to Germany, France, Italy and Austria are subject to a recurring monthly fee for each voice channel*.

Voice Channel Flat Intercontinental

With Voice Channel Flat Intercontinental, national telephone calls to standard fixed and mobile numbers in Switzerland and Liechtenstein as well as international calls to the EU, Western Europe, USA and Canada are subject to a recurring monthly fee for each voice channel*.

* Voice Channel Flat does not include calls to business, short and special numbers.

Voice Channel Flat 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 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).

Voice Channel Flat is always activated for all the channels assigned to a number and cannot be activated on individual channels.

** Voice Channel Flat Intercontinental includes the following destinations:

Andorra, Austria, Belgium, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Great Britain, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, USA (incl. Alaska and Hawaii, excl. external territories).

Excludes overseas territories (e.g. French Guyana, Guadeloupe, Martinique, La Réunion, etc.)

Your benefits with Enterprise SIP



- Future-proof, comprehensive IP-based solution
- Central communication system and common network infrastructure for voice, data, video and UC
- More efficient network operation with lower operational- and total costs
- Freely definable distribution of phone numbers among company locations to guarantee correct emergency
- Easily budgetable costs thanks to Voice Channel Flat