



In today's digital world, flexible working is becoming increasingly important. Employees want the freedom to work securely on the move at any time and anywhere, which is why business phone calls need to be legally binding.

Digital voice and data recording with Mobile Voice Recording provides optimal protection for businesses, customers and employees, wherever they conduct their business and at all times.

What is Mobile Voice Recording?

Mobile Voice Recording (MVR) records all incoming and outgoing mobile phone calls, as well as text messages, so employees can conduct legally binding business conversations wherever they are. For their everyday work, MVR means more flexibility and greater security. Conversations and metadata are securely encrypted and archived, so they can later be used as evidence. This gives your business new impetus and cuts out the need for additional administrative tasks.

Your benefits with Mobile Voice Recording

- **Data stored in Switzerland**
Swisscom saves recorded data georedundantly, unaltered and encrypted in Switzerland, ensuring high availability of recorded data.
- **Availability**
Call content is digitally accessible without the need for a retrospective agreement.
- **Legally binding**
Spoken conversations are legally binding, so verbal agreements can be formally concluded by mobile phone.
- **Mobile working**
Enjoy the benefits of mobile working and increase staff productivity.
- **Comprehensive service**
You get a service that works on all mobile devices.
- **Optimisation**
Your business dealings are protected and sped up with greater flexibility.





Facts & Figures

The information in this document does not constitute a binding offer. It is subject to revision at any time.

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Basic services

Recorded metadata, phone conversations and SMS messages can be archived with Swisscom in encrypted form for two, five, seven or ten years.

Generated data is immutable and securely stored, accessible only to the customer with a private key.

Encrypted data can be viewed on the Internet by specific individuals.

The 'four-eyes principle' ensures that data is not accessed without authorisation.

With the "Meta Data Recording" option, the metadata of your phone calls and SMS messages is recorded and saved in encrypted form, but conversations are not recorded.



Installation

To install Mobile Voice Recording, the MVR service needs to be ordered, and the relevant company account and connections activated.

Before installation, a private/public key needs to be generated using the MVR client or by the customer's PKI infrastructure. The customer is responsible for managing the private key.

Swisscom provides training for customer administrators (who have access to the data).



Recording

The calls are recorded in the mobile network. Employees make phone calls in the usual way, and an app is not required.

An announcement informs the call partners about the recording. Swisscom provides standard announcements for this in German, French, Italian and English. Customers can also individualise these announcements.

The recording announcement can be switched off for calls between employees and calls to specific phone numbers, provided the call partner is informed accordingly.

As well as emergency service numbers, the numbers of specific call partners can be included on the blacklist of numbers excluded from recording.

Mobile Voice Recording works abroad on all partner networks (CAMEL networks).



Management and access

In the eService, the fleet manager can add, edit or remove connections that are to be recorded.

Access to encrypted data follows the dual control principle. Customers need a private key to unencrypt the data locally.

Swisscom does not have access to encrypted media files.

All essential accesses are recorded for an audit trail and made available to the customer administrator.



Saving and security

The data is saved georedundantly and in encrypted form for two or ten years in data centres operated by Swisscom in Switzerland.

You can find more information and our expert's contact details swisscom.ch/mvr.