



Terms and Conditions of Use for the Enterprise Telephony app/client

1. Acceptance of Terms and Conditions of Use for the Enterprise Telephony app/client

With the installation of Enterprise Telephony app/client and login these Terms and Conditions of Use are deemed to be accepted. It is the customer's duty to inform its users accordingly and to ensure their compliance with these terms of use.

2. Scope of application

These Terms and Conditions of Use apply to the Enterprise Telephony app/client in the framework of the services "Managed Business Communication" (hereinafter referred to as "MBC") for Enterprise Customers, "Smart Business Connect" for SME Customers of Swisscom (Switzerland) Ltd (hereinafter referred to as "Swisscom") and "inOne SME office" for smaller businesses. The customer must have a contract with Swisscom for one of these services in order to use the Enterprise Telephony app/client.

Managed Business Communication for Enterprise Customers

The Terms and Conditions of Use for the Enterprise Telephony app/client form an integral part of the MBC contract and take precedence in the event of any contradictions or ambiguities where the Enterprise Telephony app/client is concerned.

Smart Business Connect for SME Customers

The Terms and Conditions of Use for the Enterprise Telephony app/client form an integral part of the Smart Business Connect contract and take precedence in the event of any contradictions or ambiguities where the Enterprise Telephony app/client is concerned.

InOne SME office customers

The Terms and Conditions of Use for the Enterprise Telephony App/client form an integral part of the inOne SME office contract and take precedence in the event of any contradictions or ambiguities where the Enterprise Telephony app/client is concerned.

3. Programming of Enterprise Telephony app/client Services

Smart Business Connect/MBC: Once the service has been successfully installed, the customer can configure the service via the Customer Centre and Business Communication platform. In case of delegation of such configuration activities to a partner, the partner is enabled by the customer via the Customer Centre and can carry out customer configurations using the customer's login. The customer (or a delegated partner) also selects, downloads, installs and registers the appropriate version of the Enterprise Telephony app/client. The customer is responsible for installing the app/client for individual users. Swisscom does not pay any third-party costs.

InOne KMU office: Employees can be invited to use the Enterprise Telephony app/client by the customer via the My Swisscom Customer Centre. After the invitation has been sent, the employee receives a notification with his or her username and the link to download the Enterprise Telephony app/client. The password is set directly in the app by clicking on "Register/forgotten password" in the first step. By following the instructions in My Swisscom Customer Centre, the employee can then start using the application. Settings for the Enterprise Telephony app/client can be changed either in the app itself or at www.swisscom.ch/btlogin.

4. Terms of the Enterprise Telephony app/client

General

The Enterprise Telephony app/client can only be used with a suitable smartphone/tablet or personal computer with a compatible operating system.

The Enterprise Telephony app/client may offer different functions depending on the user package and services specified above.

Installed on the computer (requiring admin rights) and/or smartphone/tablet, the Enterprise Telephony app/client enables not only the customary use of a telephone but also software-based usage. It enables customers of the service to make phone calls over IP via wi-fi connections, mobile data connections or mobile GSM with centrally provided private branch exchange functionality, although not always the same voice quality is available as with conventional fixed network telephony.

The customer is also the contract owner for the Enterprise Telephony app/client used by the users (e.g. employees). A user is any person whom the customer has granted the right to use the Enterprise Telephony app/client.

A user can install the Enterprise Telephony app/client on any number of devices but can only use it on two (2) activated devices (smartphone, tablet or personal computer) at the same time. A third device can only be used for communication if at least one of two active devices has been unregistered/deactivated for a duration of at least 24 hours.

The mobile apps can be downloaded via product-specific help pages or on the download pages within the product specific Customer Centre. The mobile apps are only available in the respective Swiss stores.

The software is not designed, manufactured, or intended for use in hazardous environments, or for emergency calling, requiring failsafe performance where the failure of the software could lead directly to death, personal injury, or significant physical or environmental damage ("High Risk Activities"). Use of the software in high risk activities is not authorized and use of the software for any high risk activity, shall be at customer's and at any user's sole risk. Customer is obliged to inform any of its users accordingly.

Reverse engineering, decompiling, disassembling, translating, reconstructing, transforming or extracting the Enterprise Telephony app/client software is prohibited.

Use/emergency calls away from the office

The customer and all users can use the Enterprise Telephony app/client anywhere in the world via a suitable Internet connection (so-called "nomadic use"). If calls are made using the Enterprise Telephony

app/client, perfect voice quality cannot be guaranteed. This depends on the quality of the connection in the location concerned.

If the Enterprise Telephony app/client is used via public networks, non-Swisscom networks or abroad, there is a higher risk that unauthorised third parties could intercept phone calls by manipulating the network. Emergency calls are always directed to the nearest emergency services to the company headquarters. This also applies to calls made via the Enterprise Telephony app/client outside the company headquarters. Calling emergency numbers via the Enterprise Telephony app/client outside the company headquarters is therefore strongly discouraged.

When the Enterprise Telephony app/client is used with a mobile device (tablet/smartphone), localisation only works via the mobile network or SIM card if the mobile device contains a SIM card configured for voice telephony and the emergency number 112 is dialed.

Reporting faults

- "MBC" service faults shall be reported to the customer administrator
- "Smart Business Connect" service faults shall be reported to customer's relevant partner. If no partner is available, the customer may directly contact Swisscom
- "inOne SME office" service faults shall be reported via the Swisscom Website (<http://www.swisscom.ch/status>); alternatively, the customer may contact Swisscom

Automatic deactivation of the Enterprise Telephony app/client

After 12 months of non-use of the Enterprise Telephony app/client, access is deactivated for security reasons. After deactivation, the app can be reactivated via Swisscom Customer Centre and used by customer again with new login credentials.

Protective measures

Customers will protect their devices and information against unauthorised access by third parties. Depending on the latest technology, customers will take measures to prevent unauthorised access to third-party systems and the transmission of computer viruses. Should the customer's in-house wiring, PBX or other device cause interference or damage to a service, a third party or equipment belonging to Swisscom or third parties, Swisscom may discontinue the provision of its service without prior notice or compensation, disconnect the customer's device from the telecommunications network and assert claims for damages caused.

Access information, passwords

The customer is fully responsible for the use of access information and passwords. The customer will take effective measures to prevent misuse of this information. In particular, safe passwords must be set, held secret and changed regularly (the latest in event that disclosure is suspected or might have occurred) by customer.



Choosing the right mobile subscription

Customers will determine which Swisscom mobile subscription is most suited to their needs. Suitable and supported subscriptions are communicated to customers and described on the website.

Usable devices/software

Only software versions made available and released by Swisscom may be used. The recommended software versions are specially designed for the service. Swisscom develops the software for personal computers, tablets and smartphones. In order to wake up the app from the energy saving mode and to ensure the availability for incoming calls, a network-based wake-up service ("push notification") from the respective app store operator is used. Supported device and software versions are communicated to customers and described on the website. Swisscom however does not grant full functionality or compatibility with any device or any (future) software version.

Use of software that has not been recommended or released

The use of software in combination with Enterprise Telephony app/client that has not been recommended or released for such purpose by Swisscom is prohibited. If the customer uses software or configurations that have not been recommended or released, there is a higher risk that the Enterprise Telephony app/client will not work or not work properly. If Swisscom is unable to provide support for the whole system or if other customers are affected, Swisscom reserves the right to suspend the service without prior warning and/or terminate it immediately for good cause. The customer is liable for any resulting damages.

US export provisions and the Enterprise Telephony app/client

This software is subject to the export control provisions and other laws of the USA and may not be exported, re-exported or transferred to certain countries or to people or legal entities prohibited from receiving goods exported from the USA (including those on (a) the Denied Persons List or Entity List of the Bureau of Industry and Security and (b) the Specially Designated Nationals and Blocked Persons List of the Office of Foreign Assets Control).

Data collection for the purpose of support and product improvements

For support purposes and app improvements, personal information, in particular user specific Enterprise Telephony app/client login information usage history and connection quality data as well as tracing information uploaded by the client user for the purpose of support and troubleshooting, may be collected and stored by Swisscom for a maximum of up to 30 days before deleted.

Enterprise Telephony app/client functions

The functions of the Enterprise Telephony app/client may differ from the product description.

Encryption for the products "MBC" and "Smart Business Connect" is not yet available.

Administrator rights are required for the installation of the desktop versions.