



swisscom

Service Description

Full Service Solution FSS



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1 Service Overview

Full Service Solution - hereinafter also referred to as “Service” 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.

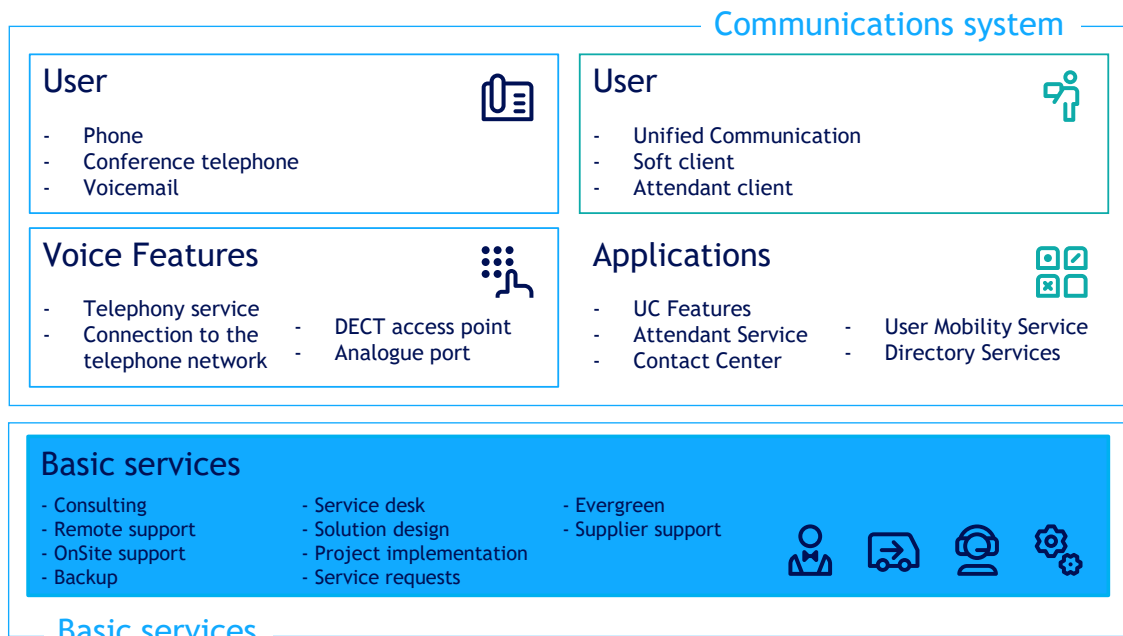
Swisscom plans, installs, operates and monitors communications solutions on the Customer’s premises and/or in the Swisscom data center.

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

The Service comprises the following services:

- 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 center.
- Operation of the software and hardware provided.
- Service: Swisscom provides agreed services for operation and maintenance (troubleshooting, expansion and modification of the solution).
- Evergreen: Swisscom ensures that the installation used for the functionalities provided is in line with the current state of the art.

Overview of the underlying service structure of FSS:



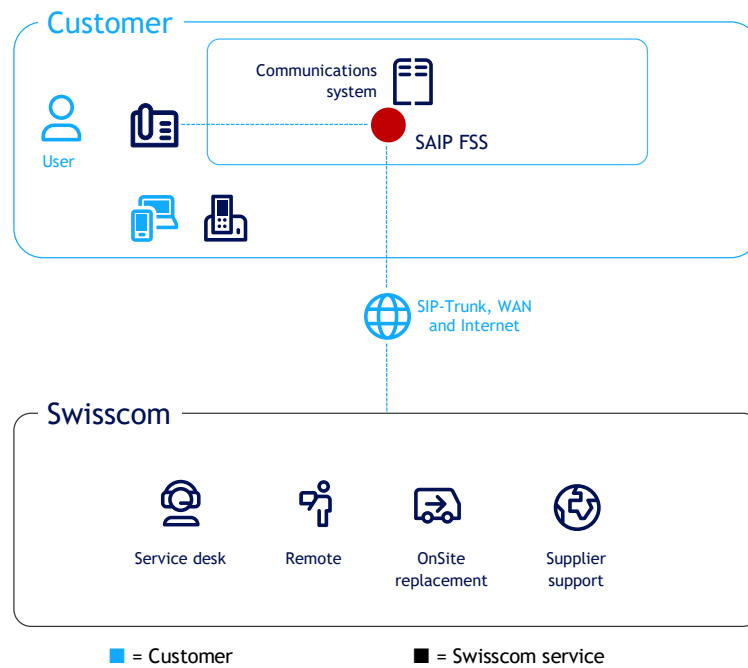
2 Definitions

2.1 Service Access Interface Point (SAIP)

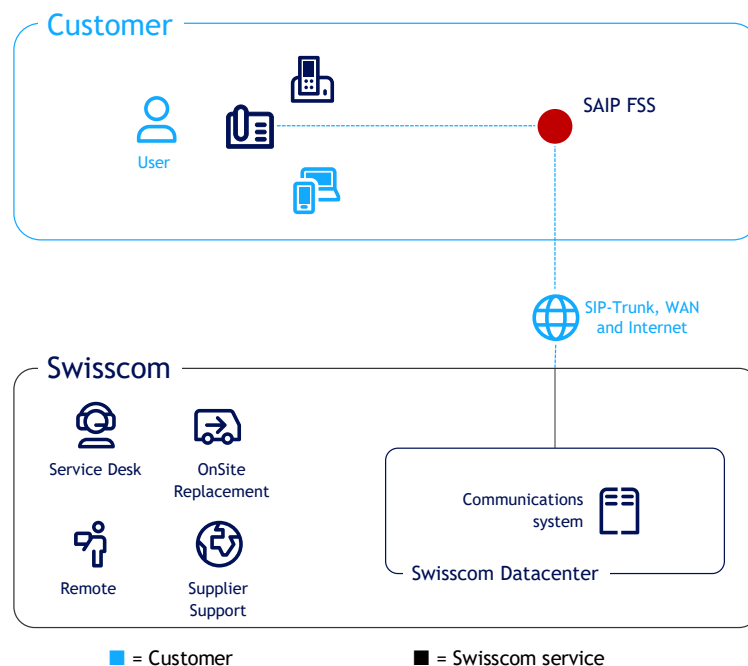
The Service Access Interface Point (SAIP) is the contractually agreed, geographical and/or logical point at which a service is delivered to the service user. It is also the point at which a service is monitored and the provided service levels provided are reported.

The following purely schematic diagram serves to illustrate the services and service components of the Full Service Solution FSS.

2.1.1 "FSS Standard" variant: Operated at the Customer's premises



2.1.2 "FSS DCS" variant: Operated in the Swisscom data center



2.2 Service-specific definitions

Term	Description
Basic services	The Service consists of the agreed basic services and any supplementary services (options) subject to a charge.
CPE	Customer-premises equipment
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.
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 of the employed hardware or software at any time with components that have the same level of functionality or higher.

3 Variants and options

Standard variants	Full Service Solution	
	FSS Standard	FSS DCS
Service management		
<ul style="list-style-type: none"> ▪ Installation ▪ Operation ▪ Incident management ▪ Service Desk ▪ Service request (MACED) ▪ Preventive maintenance 	●	●
Evergreen		
End-of-support replacement of end devices and basic infrastructure	●	●
Major release (software upgrades). Upgrade frequency based on operationally relevant criteria: decision is made by Swisscom	●	●
Operation		
On site at the Customer's premises	●	—
At the Swisscom data center	—	●

● = Standard (included in the price) — = Not available

3.1 Definitions of the service variants

The Service is offered in the following variants:

Service variant	Definition
FSS Standard	The infrastructure is set up and operated on the Customer's premises.
FSS DCS	Setup and operation of the infrastructure on virtual servers in the Swisscom data center located in Switzerland.

3.2 Definition of the specifications and options

Specification/Option	Definition
Service management	The Customer hands over the operation of the solution to Swisscom.
Installation	Installation and commissioning of the basic services are carried out by Swisscom.
Operation	Swisscom ensures that the installed components fulfil their purpose and allow communication.
Incident management	<p>Swisscom shall decide on a case-by-case basis whether fault localisation and rectification should be conducted remotely or on site and shall assess the urgency of the fault. Any hardware components exchanged shall remain the property of Swisscom. If the exchange is not carried out on site by Swisscom, the Customer must send the replaced (defective) hardware component to the address communicated by Swisscom within one calendar week.</p> <p>Swisscom shall ensure the availability of spares for the contractually serviced components for the term of the contract and subject to their deliverability by the manufacturer. Swisscom reserves the right to replace defective items with hardware and/or software with comparable or improved functions.</p>
Service Desk	The Customer has telephone and online accesses through which it can report its administrative needs in relation to the contract.
Service requests (MACED)	<p>There are five types of change requests:</p> <ul style="list-style-type: none"> ▪ Move: An existing CPE is to be moved within a building. ▪ Add: An additional CPE is to be installed and set up. ▪ Change: User data is to be administered (updating names or phone numbers; changing group switches; resetting passwords). ▪ Exchange: An existing CPE is to be exchanged for another one. ▪ Delete: A CPE is to be dismantled and returned. <p>The Customer or the partner commissioned by Swisscom requests changes using the MACED order form and sends this form to Swisscom. For one-time work, the costs may be invoiced by Swisscom or by the partner.</p> <p>Any necessary adjustments to the site installation or LAN shall not be the subject of the contractual services and shall be billed separately on an at-cost basis.</p>
Preventive maintenance	<p>Preventive maintenance includes the following individual services:</p> <ul style="list-style-type: none"> ▪ Checking the central communication system ▪ Analysing the error log and undertaking the relevant corrective measures ▪ Installing available required minor releases or software patches ▪ Backup: Backing up system configuration and customer data. Backups can be stored at the Customer's premises as well as at Swisscom. <p>Preventive maintenance is performed once a year on site.</p>
Evergreen	Evergreen includes the replacement of end devices due to wear and tear and release management. Swisscom decides on the replacement of any end devices.

4 Service provision and responsibilities

Non-recurring services

Activities (S = Swisscom or partner commissioned by Swisscom/C = Customer)	S	C
Provision of the Service		
1. Coordination and service documentation	✓	
2. The Customer is responsible for clarifying whether its infrastructure meets the technical requirements. The Customer is responsible for the accuracy and completeness of its information as well as for the impact of any modifications. The suitability test can be ordered by the Customer at the currently applicable Swisscom prices and conditions		✓
3. Recording and provision of the customer data required for commissioning. The Customer is responsible for ensuring the accuracy and completeness of the customer data		✓
4. Modifications to or expansion of existing networks		✓
5. Measurement of cordless zones and provision of cabling		✓
6. Setting up of the configuration necessary for services 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)		✓
7. Customer-specific configuration when programming the CPE		✓
8. The Customer is responsible for punctually setting up and maintaining the relevant infrastructure, such as appropriate rooms, undertaking structural measures, in-house installation, air conditioning and power supply (incl. power consumption necessary for operations) at the Customer's premises at its own expense. Any infrastructure work required must be carried out at least five working days prior to any agreed commissioning date		✓
9. Delivery, assembly and installation (excluding any structural measures) of the infrastructure required for the agreed functionality on the premises of the Customer appropriate for the purpose or in the Swisscom data center	✓	
10. With the DCS variant, Swisscom provides the service components in the Swisscom data center	✓	
11. Commissioning and functional testing of the Service	✓	
12. Assistance with commissioning and functional testing of the Service		✓
13. Provision of one-time brief instructions by selected technical staff on the customer side	✓	
14. Handover of the system, incl. its components, in accordance with the acceptance protocol for each location	✓	
15. The connection of the Customer's premises to the Swisscom network or the networking of multiple premises, the connection of the SIP trunk to the public switched telephone network and any Internet connection (solution-dependent) shall be established by the Customer or under a separate Swisscom contract		✓
Termination of the Service		
1. Upon termination of the contractual relationship, the Customer undertakes to return the infrastructure to Swisscom in a condition commensurate with its use under the terms of the contract. Termination of the contractual relationship also terminates the Customer's right (usage licence) to use the software provided by Swisscom		✓
2. Disassembly, collection and necessary removal of Managed Service components as well as end devices shall be carried out by and at the cost of Swisscom. Missing components shall be billed to the Customer at their replacement value (with the exception of purchase items)	✓	

Recurring services

Activities (S = Swisscom/C = Customer)	S	C
Standard services		
1. Swisscom shall provide the agreed functionalities required for usage at the premises agreed in the service contract	✓	
2. Installation, configuration and operation of infrastructure owned by the Customer. This shall include maintenance services for PC systems, in particular switching systems provided by the Customer as the basis		✓
3. The Customer shall be responsible for the secure storage of system documentation, system software and backup data carriers at a location that can be accessed by Swisscom		✓
4. The Service provided may be used by the Customer to record personal data (that is also potentially worth protecting), for example to create a conversation history or to generate connection logs. The Customer undertakes to carry out (and use) such recordings only in compliance with the applicable and valid legal requirements (such as approval requirements)		✓
5. The Customer shall inform Swisscom proactively about any changes to its equipment, e.g. network components, active directory, DNS server, DHCP server, firewall, exchange, that could impact the operation of the solution		✓
6. The Customer shall ensure that the network is VoIP-ready for the entire FSS contract period		✓
7. The Customer shall draw up a written inventory for Swisscom upon the latter's request, listing all equipment, including software that is or will be connected to its networks (incl. in-house installations). Should Swisscom not receive the required information, the Customer shall bear all consequences and costs in this respect		✓
8. Incident management: Opening of exclusive tickets for each individual incident	✓	
9. Incident management: The Service Desk shall provide information on the status of the ticket, notify the Customer as soon as the customer problem has been rectified and close the ticket	✓	
10. Incident on-site intervention: Replacement materials and, if necessary, on-site service shall be provided within the specified support time. On-site work on components included in the FSS contract is included in the price	✓	
11. Incident management: Basic fault rectification shall include: <ul style="list-style-type: none"> ▪ Configuration changes (workaround) ▪ Patching of application software for central solution components ▪ Import/recovery of customer data previously backed up ▪ Reinstallation of the communications solution within the scope of the contractually agreed features and installation of the data provided as backup 	✓	
12. Incident management: To ensure that remote maintenance can be carried out, the Customer shall authorise Swisscom and its partners to establish a connection from the operating center via the data network to the application servers and service components provided by Swisscom (remote access)		✓
13. Incident management: If remote access is not permanently activated, the Customer must activate remote access for Swisscom as soon as an incident ticket has been opened and at least until Swisscom has closed this incident ticket		✓
14. Service requests (MACED): Open a service request via the sales partner or online portal		✓
15. Service requests (MACED): Track the status of the service request in the online portal		✓
16. Service requests (MACED): Time spent on implementation shall be charged to the customer separately	✓	
17. Preventive maintenance: Installation of minor releases or software patches required to provide the Service	✓	
18. Preventive maintenance: Minor releases (hotfixes, security patches, etc.) shall be installed in accordance with Swisscom's risk assessment	✓	

Activities (S = Swisscom/C = Customer)	S	C
19. Evergreen: End devices and basic infrastructure included in the Service shall be replaced at Swisscom's expense with equivalent up-to-date devices by the manufacturer's end-of-support date at the latest	✓	
20. Evergreen: New software releases (major releases) shall be tested, approved and rolled out by Swisscom. Swisscom reserves the right to skip individual releases by the manufacturer	✓	
21. Evergreen: Release management for the items included in the contract	✓	
22. Evergreen: The Customer's release management for client software, peripheral systems and devices (mobile devices) that are not included in the scope of the contract must be coordinated in good time with Swisscom's release cycles. The Customer shall ensure that newly deployed client software versions comply with Swisscom's specifications. Any additional costs shall be billed separately to the Customer on an at-cost basis		✓
23. Evergreen: Major releases (software upgrades) shall be installed in accordance with Swisscom's risk assessment	✓	
24. Participation in the testing of implemented changes coordinated by Swisscom		✓

Licences

Provision of software licences (S = Swisscom or partner commissioned by Swisscom/C = Customer)	S	C
Provision of software licences		
1. Software licences for the physical servers and tools for operation	✓	
2. The Customer accepts the licence terms of the software manufacturer		✓

5 Service Levels and Service Level Reporting

5.1 Service Levels

The following service levels generally refer to the agreed Support Time. Definitions of terms (Operation Time, Support Time, Process, Security and Continuity) and descriptions of the measurement procedures and reporting are set out in the other contractual elements (e.g. the SLA definitions).

The following service levels are provided for the service variants (see section 3). If more than one service level is available per variant, the service level shall be defined in the service contract.

Service level & target values				Full Service Solution	
				FSS Standard	FSS DCS
Operation Time					
Operation Time	Mo-Su	00:00-24:00		●	●
Provider Maintenance Window (PMW)	PMW-DC	PMW Swisscom Data Centre		—	●
	IMW	Customer-individual MW		●	●
Support Time					
Support Time	Mo-Fr	07:00-18:00	(Standard)	●	●
	Mo-Sa	06:00-22:00	(Advanced)	○	○
	Mo-Su	00:00-24:00	(Premium)	○	○
Fault Acceptance	Mo-Su	00:00-24:00		●	●

Service level & target values		Full Service Solution	
		FSS Standard	FSS DCS
Process			
Incident Management			
Incident Intervention Time			
4 h		●	●
Incident On Site Intervention Time			
EONBD	(Standard)	●	●
6 h	(Advanced)	○	○
6 h	(Premium)	○	○
Service Requests (MACED)			
IMACD Fulfilment Time	EO5BD	●	●
Security			
Basic (ITSLB)		–	–
Continuity			
ICT Service Continuity (ICTSC)	RTO Best Effort RPO Best Effort	●	●

● = Standard (included in the price) ○ = For an additional fee – = Not available

5.2 Service Level Reporting

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

6 Billing and quantity report

6.1 Billing

Services are 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

Quantity reports are not included in the scope of the Service.

7 Special provisions

7.1 General 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 may include access to the servers by a Swisscom partner.

7.2 Service limitations

The following are specifically 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.)
- Check of the LAN for VoIP suitability
- 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 This shall include 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

7.3 Licences

7.3.1 General

The licences are part of the Service and included in the services provided by Swisscom. Swisscom is responsible for correct licensing. The Customer must accept and comply with the licence terms from the software manufacturer.

7.3.2 Cloudlink licences

If the Customer also wishes to integrate the applications from Mitel's Cloudlink platform (mobile or web app) into its FSS contract in order to enable mobile working from any location, the respective licence conditions of Mitel shall apply. Compensation for use of the licences is included in the payment of the service price to Swisscom. However, Swisscom is not a contractual partner of the Customer in this respect and assumes no responsibility for the functionality, availability, data protection and data security of the app or of the data exchanged via this app. The respective licence agreement shall apply directly and conclusively between the Customer and Mitel.

7.4 Data processing by third parties in Switzerland or abroad

In general, the data transmitted to Swisscom by the customer within the scope of the provision of services (customer data) is processed by Swisscom or by a Swisscom partner in Switzerland. Swisscom contractually ensures that the partner complies with the Data Protection Act and safeguards data security.

If Swisscom is confronted with faults that it is unable to resolve itself, it may grant the manufacturers or its service partners abroad and within Switzerland temporary and supervised access to its systems for the purpose of analysing and rectifying faults. This means that customer data may in some cases be accessible to these third parties or may be provided to a partner in the form of error logs for the purpose of fault analysis. Such access to systems shall be temporarily provided by a Swisscom technician to partners who have agreed to the Swisscom data protection regulations.

In the event that the Customer also uses the mobile and web applications provided within the scope of FSS, Mitel's licence and data protection provisions shall apply. The Customer acknowledges that in this case the data is stored in a cloud and Mitel can view the Customer's data.

7.5 Minimum contract term and termination

The contract is concluded for an indefinite period. Unless otherwise agreed, each contracting party may terminate the contract in writing to the end of a calendar month, subject to three months' notice, but for the first time at the end of a defined minimum contract period. The minimum contract period is defined in the contract and begins on the contract start date.

Should the Customer terminate the contract prior to commissioning or should Swisscom terminate the contract on material grounds prior to commissioning, specifically as a result of late payment or a breach of contract on the part of the Customer, the Customer shall owe Swisscom payment of the monthly fees until expiry of the minimum contract term. This will be charged one-time with the final invoice. In the event of a total loss, the service contract shall end upon receipt of the Customer's notification by Swisscom. Unless Swisscom is exclusively responsible for such loss, the Customer shall be liable for the fees agreed with Swisscom for the period of the defined minimum contract period and the current market value of the destroyed infrastructure. The assessment of the extent of the damage shall be performed exclusively by Swisscom.