



Factsheet

Enterprise Connect Internet





Enable, drive and protect
your business.

Business customers are reliant on high-availability Internet connections to ensure they can deliver consistent customer service and prevent disruption of business operations.

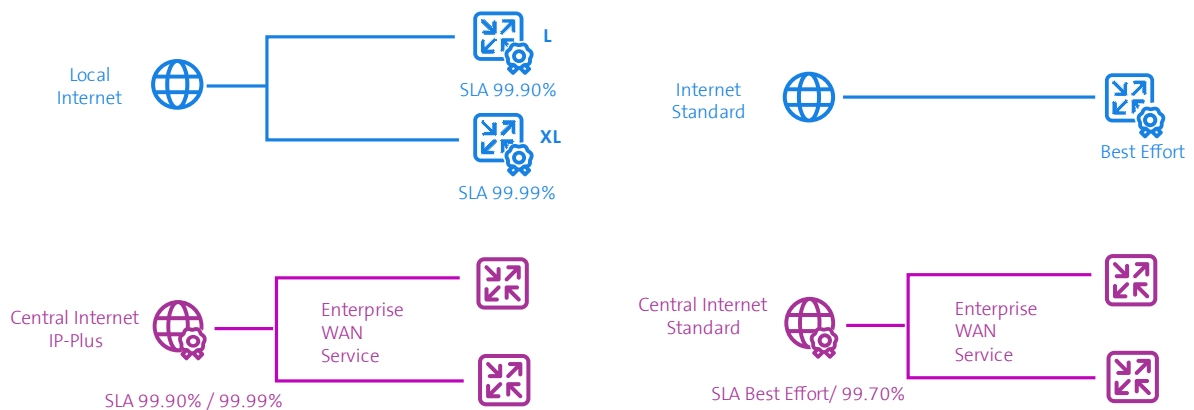
Enterprise Connect Internet offers you a customised solution for professional Internet access.

Enterprise Connect Internet can be implemented remotely as a Company Service or as a local Internet breakout located on the customer site. The service is available in Standard and IP-Plus versions and offers Internet access to meet every

customer need Swisscom handles the monitoring, operation and maintenance of the service – with various different service levels to choose from. Thanks to Swisscom’s global Internet backbone, Enterprise Connect Internet provides a reliable and high-performance Internet connection which ensures your business processes run smoothly and allows you to focus on your core business.

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Secure, high-availability Internet access
 High-performance Internet access with speeds of up to 10 Gbit/s.
- 
Minimising of business risks
 With up to 99.99% availability and security options such as DDoS Protection.
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Scalable to suit your needs
 Configuration changes can be requested easily via the dashboard.
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Security with beem
 Secure surfing and beemNet functions.

How Enterprise Connect Internet works



Facts & Figures

Basic services



Internet

- Internet access with speeds of up to 10 Gbit/s
- Central or local Internet breakout
- Service provision, monitoring and operation
- DNS/DNSSEC management
- IPv6 support
- Service performance reporting
- beemNet protection & privacy
- Up to 99.99% availability
- Additional PA public IP addresses (provider aggregated)
- Use of customer-owned IP addresses (provider independent)

Security

- DDoS protection
- SCION
- beemNet protection & privacy

My Swisscom Business

Customers can manage their services in the My Swisscom Business portal. They can order services and options through Order Management and set up and initiate the service via the dashboard.

Service Desk

The Swisscom Service Desk manages enquiries or incidents that are reported by the customer's designated contacts. The Service Desk team analyses, classifies and prioritises these reports and works with 2nd-level support to rectify any faults. Availability guarantee from best effort to 99.99% depending on customer need. Depending on the solution, support time varies between Mon–Fri 7 am–6 pm and 24/7.

Options



Service packages

We offer a number of chargeable service packages covering everything from ordering to putting into service. We would be happy to advise you.

Comparison of Enterprise Connect Internet services



Feature	Local Internet IP-Plus XL	Local Internet IP-Plus L	Central Internet IP-Plus	Internet Standard	Central Internet Standard
Service Level Agreement	●	●	●	●	●
Availability	99.99%	99.90%	99.90%	Best Effort	Best Effort
Availability Optional	n/a	n/a	99.99%	ITR8	99.70
Fiber to the Office (FTTO)	●	●	n/a	n/a	n/a
Fibre to the Home (FTTH)	n/a	n/a	n/a	●	n/a
Copper xDSL	n/a	n/a	n/a	●	n/a
Mobile (4G/5G)	n/a	n/a	n/a	○	n/a
Machine to Machine	n/a	n/a	n/a	○	n/a
Advanced CPE	○	○	n/a	n/a	n/a
Customer owned CPE	○	○	n/a	n/a	n/a
PA Addresses	○	○	○	○	○
Provider Independent (PI) Routing	○	○	○	n/a	n/a
RIPE Registry Support	○	○	○	n/a	n/a
DNS-/DNSSec Management	●	●	●	●	●
Service Performance Reporting	●	●	○	○	○
Active-Active	○	n/a	n/a	n/a	n/a
Dualprovider Multihoming	○	○	n/a	n/a	n/a
Wireline Backup	n/a	○	n/a	n/a	n/a
Mobile Backup	n/a	n/a	n/a	○	n/a
DDoS Protection	○	○	○	n/a	n/a
EC-Firewall	n/a	n/a	○	n/a	○
SCION	○	○	○	n/a	n/a
beemNet Connection for Company Sites	n/a	n/a	○	○	○

○ Optionally available / ● Included

You can find more information and get in touch with our experts here <https://swisscom.ch/enterprise-connect>