swisscom

Release Notes
C1 - Public

By	INI-CWS-CS-BEW
Date	24.09.2024
Subject	Release Notes Wholesale Portal

To	CWS Customers
Copy to	

New Wholesale Portal features available in September 24 Release from 25. September 2024

The Wholesale Portal is subject to continuous improvements based customer feedback and operational experiences.

The target audience of this document are mainly Swisscom's Wholesale customers. It describes the most important changes per release. For a better overview, only the changes which require a different behaviour of the users are listed. Self-explaining minor changes are left out.

This document will be updated at every new release. Chapter 1 always contains the information related to the latest release. The subsequent chapters contain the information related to previous releases.

We want to improve the Wholesale Portal continuously in on regular sprints. Therefore, we appreciate any feedback and suggestions for improvements.

Please contact your contact persons within Swisscom Wholesale regarding any feedback and questions related to the Wholesale Portal.

Important note:
Please refresh the page after the release by applying <F5> or by clearing the cache. Otherwise some of the new features may not be available.

Swisscom (Schweiz) AG
Wholesale
Customer Service
Postfach
3050 Bern

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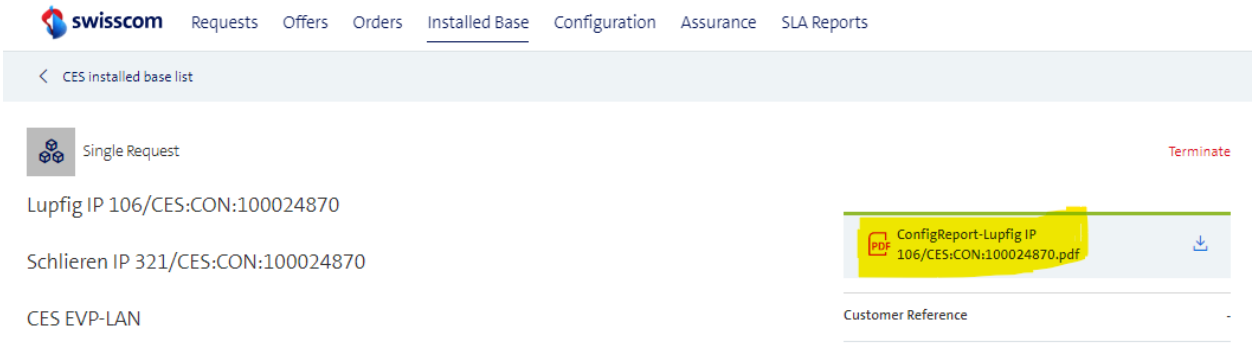
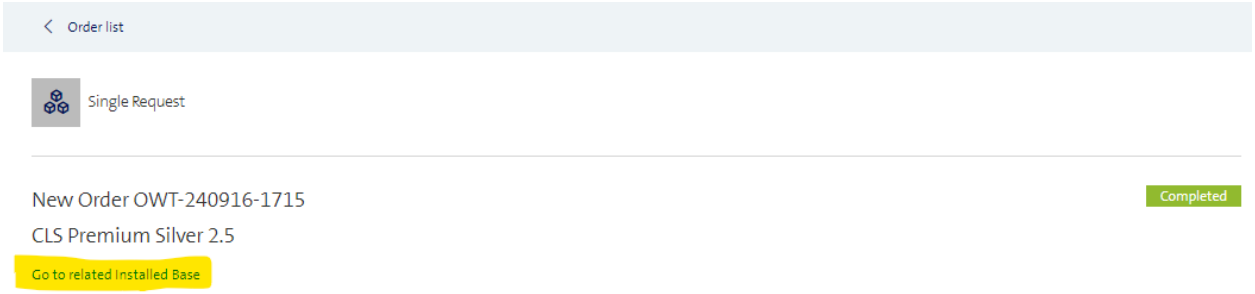
1 September 24 Release (available from 25.09.2024)

1.1 CES Configuration Report

Within the CES inventory details, now it is possible to download a technical configuration report.



From the CES Order view, it is also possible to directly go to inventory by using the menu "Go to related Installed Base" to generate this report.



Here is an example of the generated report:

swisscom

Configuration Report DATA - Data Services
Swisscom (Schweiz) AG, Wholesale
Report created on 20.09.2024 11:42

VLAN Service Info

VLAN Service ID	Service Connectivity	Bandwidth	Class of Service	COLS Service ID	CES Service ID	MAC Address Limit	Product Instance ID
VS6009115	VLAN Service	5000M	NOQOS7	COL:SRV:10017	CES:RTS:100004193	4000	387951505

Access Info

Access ID	Realisation Type	CPE Option	COLS Access ID	NSN	Socket ID	Plug Nr
AC3001140	Fiber10G	High Range	COL:ACC:141	-	-	-

Line Id	Circuit Id	CPE Name	CPE Model	Company Name	Company Address	Company Contact
LN4001140	Glattbrugg IP 21	CPE.039.044.832	ASR920-12CZ-A	Koho Fcw Yooosas Noitcurtsnoc Partners	Sägereistr. 35 8152 Glattbrugg	- -

CES Connectivity ID	VLAN Access ID	VLAN Access Bandwidth(Mbps)	VLAN ID	SAP: Physical Medium	SAP Type - Lan Port	Service Level	Service Access Type	Role	CPE LAN Speed	CPE LAN Duplex	Negotiations	Encapsulation
CES:CON:100005736	VA5014029	5000M	3442	Fiber	TenGigabitEthernet 0/0/12 - 10GBase-LR	Premium Platinum	UNI	Hub	-	-	-	dot1q

Access ID	Realisation Type	CPE Option	COLS Access ID	NSN	Socket ID	Plug Nr
AC3001160	Fiber10G	High Range	COL:ACC:161	-	-	-

Line Id	Circuit Id	CPE Name	CPE Model	Company Name	Company Address	Company Contact
LN4001160	Oberengstrin IP 00	CPE.039.044.751	ASR920-12CZ-A	Qede Qynuwqhqb Fashion Hmlzamyru Partners	Allmendstr. 9 8102 Oberengstringen	- -

CES Connectivity ID	VLAN Access ID	VLAN Access Bandwidth(Mbps)	VLAN ID	SAP: Physical Medium	SAP Type - Lan Port	Service Level	Service Access Type	Role	CPE LAN Speed	CPE LAN Duplex	Negotiations	Encapsulation
CES:CON:100005736	VA5014029	5000M	3442	Fiber	TenGigabitEthernet 0/0/12 - 10GBase-LR	Premium Platinum	UNI	Hub	-	-	-	dot1q

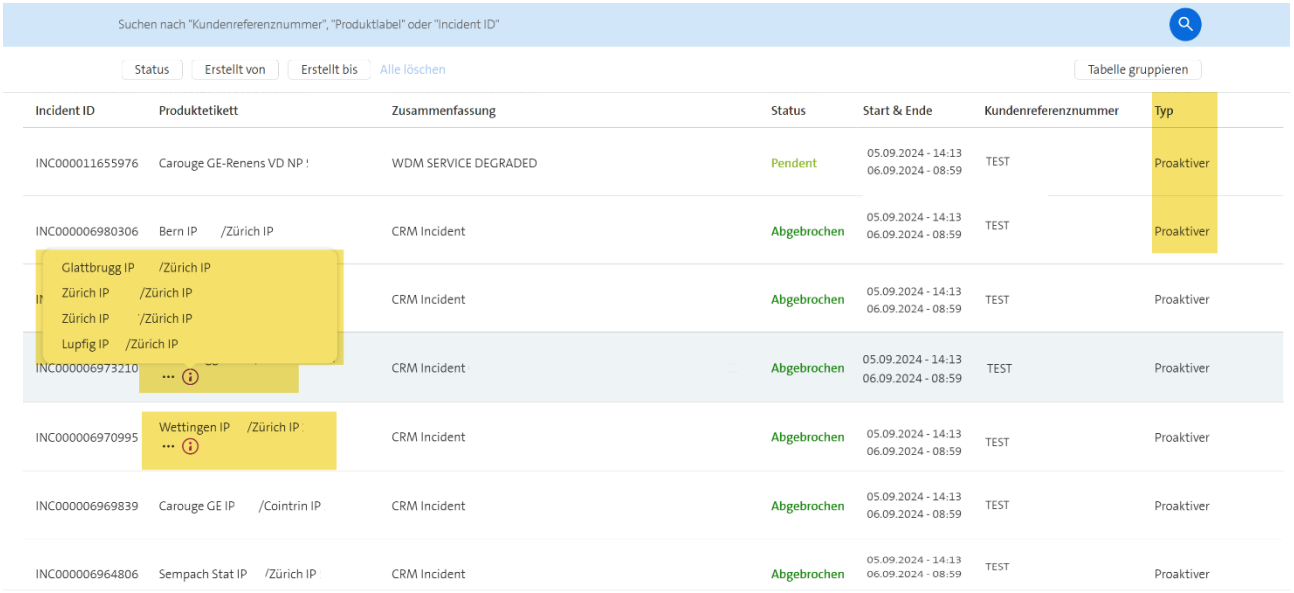
1.2 Improving the assurance ticket overview

The overview of assurance tickets has been optimised.

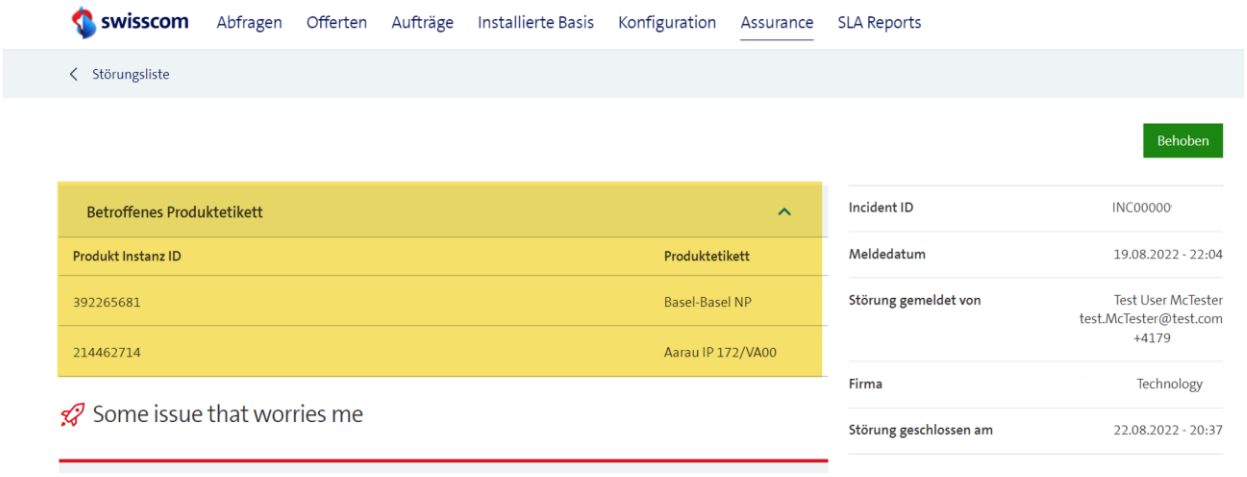
With the September release, services that are affected by the same outage/incident are displayed in groups.

A mouseover over the following icon " ••• ⓘ " shows you the details of the grouped services.

In the "Type" column, you can see whether a incident has been opened proactively or reactively.



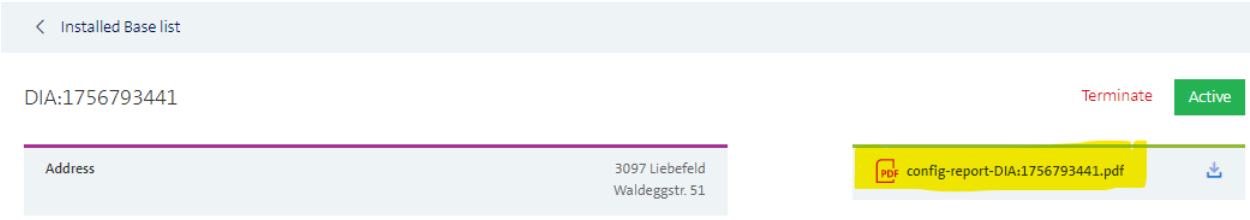
Further details on the grouped services are also shown in the detailed INC overview



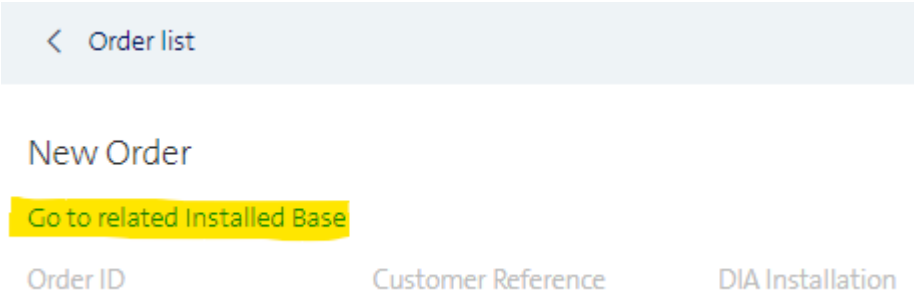
2 June.24 Release (available from 26.06.2024)

2.1 DIA Configuration Report

Within the DIA inventory details, now it is possible to download a configuration report.



From the DIA Order view, it is also possible to directly go to inventory by using the menu "Go to related Installed Base" to generate this report.



Here is an example of the generated report:

swisscom

Configuration Report DIA - Direct Internet Access
Swisscom (Schweiz) AG, Wholesale
Report created on 24.06.2024 14:38

Product Details

Product label	DIA:1727637387
Customer	100998 - Open Web Technology SA
SLA	Premium Silver
Customer Reference No.	Marc
Address	Froschweg 20, 3098 Schliern b. Köniz
Active Since	14.03.2024

Details of IPV4 addresses

IP address Range	62.202.218.116/30
Usable IP addresses	62.202.218.118 - 62.202.218.118
Network address	62.202.218.116
Router IP address	62.202.218.117
Broadcast IP address	62.202.218.119
Subnetwork Mask	255.255.255.252

Logical Access Configuration

Bandwidth	50/10M
Network Type	DMZ
Fix IP	4

Physical Access Configuration

Technology	Copper
NSN	0107357877
UP/UPK	2094/1

Details of IPV6 addresses

Address ranges	2001:4d98:21e2::/48

CPE LAN Ports

CPE type: Centro Business 2.0 (CB2). For the MAC address see Swisscom Portal.

Port	Plug	Type	Used for DIA
1	RJ45	1000BASE-T (1Gbit/s, autonegotiation, full duplex)	**yes, for all configurations**

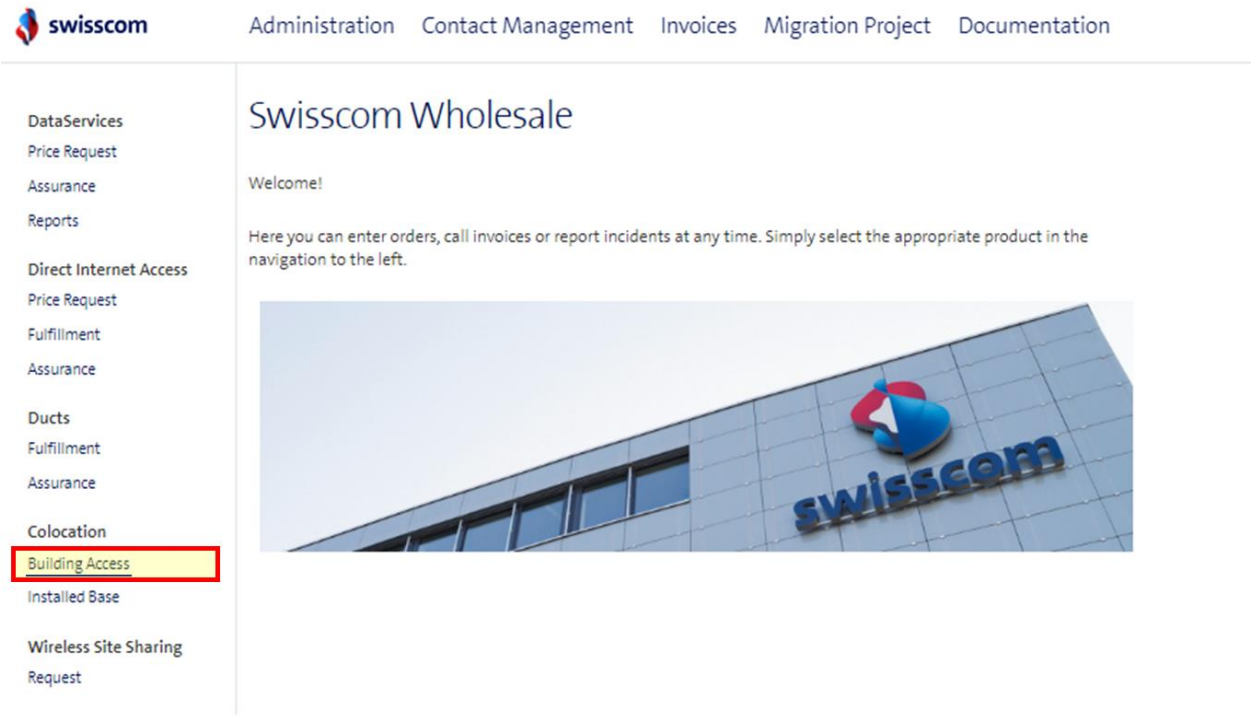
3 Apr.24 Release (available from 24.04.2024)

3.1 Colocation: Badge, Key & Accreditation Request

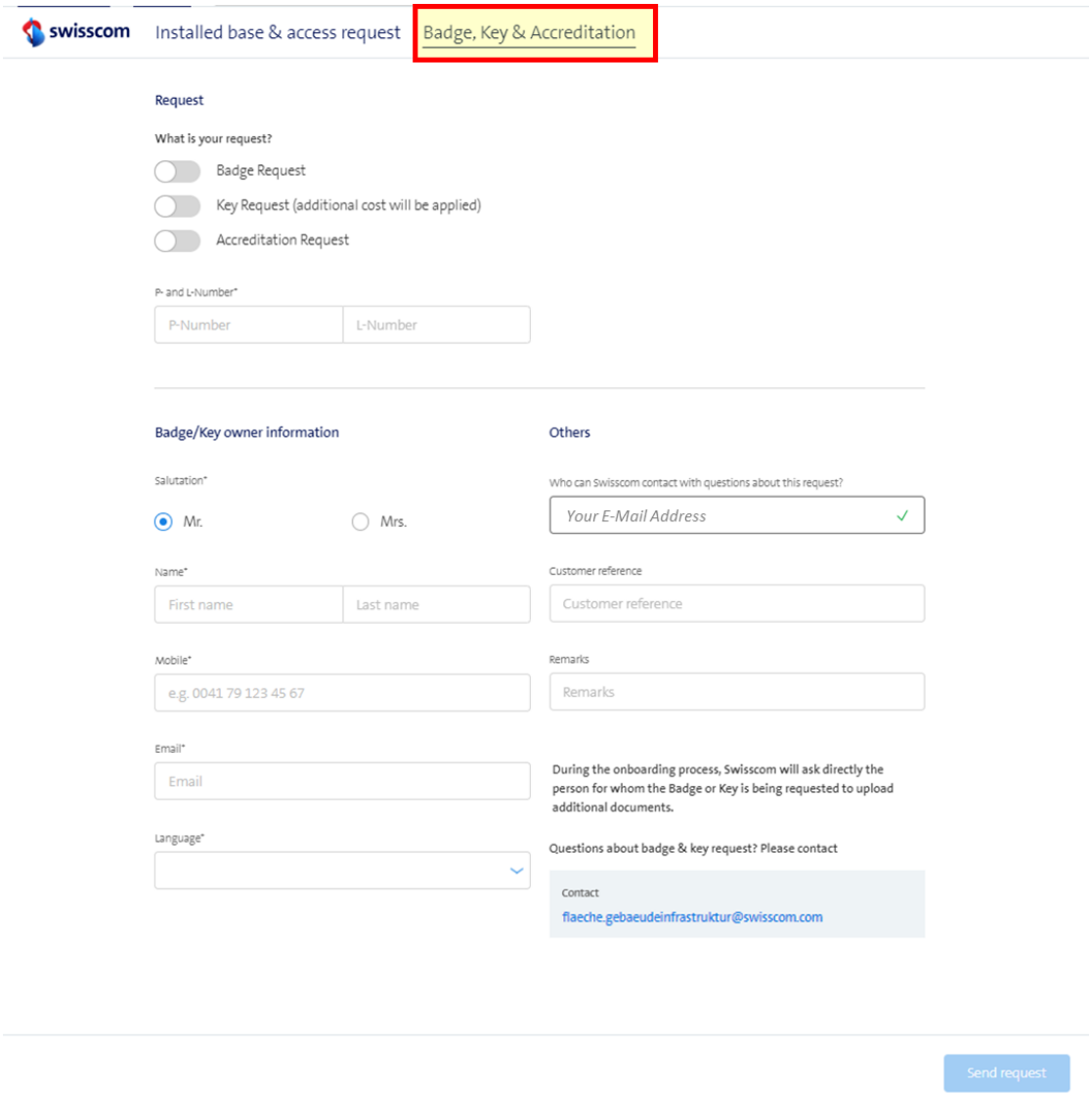
From now on you can Request Badge, Key and Accreditation for Colocations in the Wholesale Portal.

How to proceed:

Select in the Product Colocation → Building Access and follow the Badge, Key & Accreditation Request Form



3.1.1 Badge, Key & Accreditation Request Form



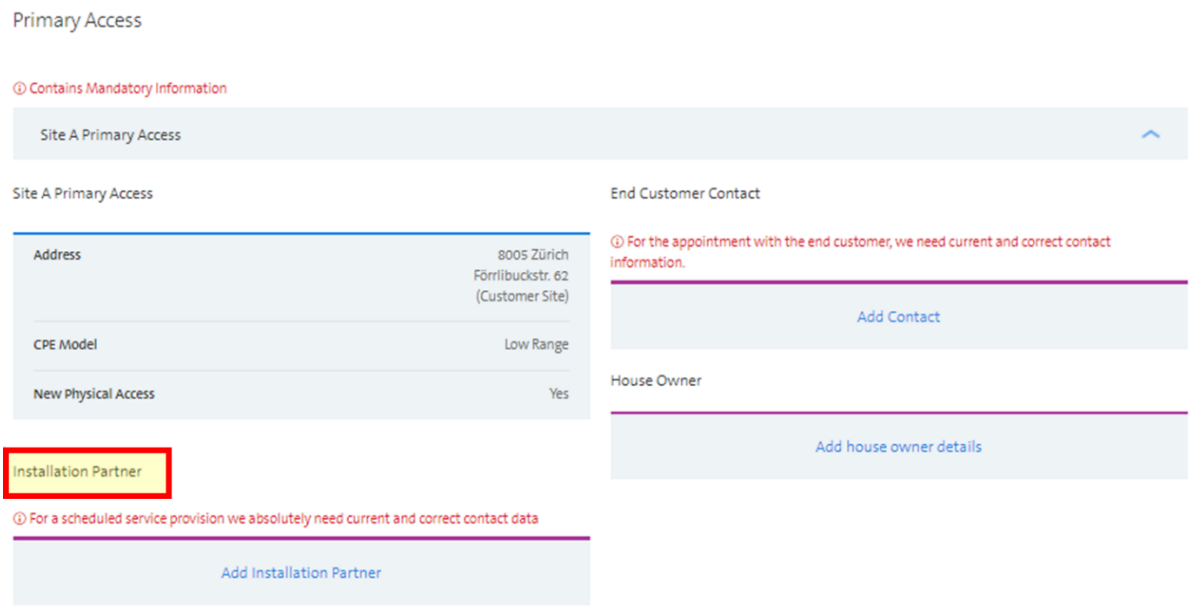
During the onboarding process, Swisscom will ask directly for whom the Badge or Key is being requested to upload additional documents, like:

- Passport photo
- Copy from Identity card or Passport
- Filled and signed document SECDOC-213, which is only available in German/French and Italian. Here are the different language versions
    - German: SECDOC-213 SE Sicherheitsbestimmungen für externe Mitarbeitende (Handwerker)
    - French: SECDOC-213 SE Consignes de sécurité pour le personnel externe (artisans)
    - Italian: SECDOC-213 SE Disposizioni di sicurezza per collaboratori esterni (artigiani)

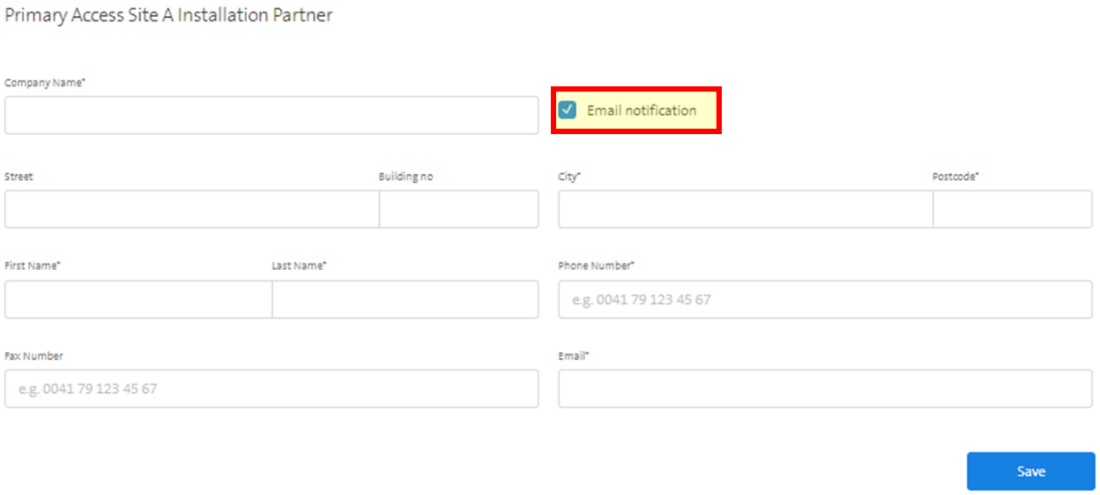
The actual Functionality is a first Evolution to build up the main functionality for Colocation.

3.2 DataServices CES Orders: Email Notifications for Installation Partner

Within a Data Service CES order, the Installation Partner is newly informed about their installation order.



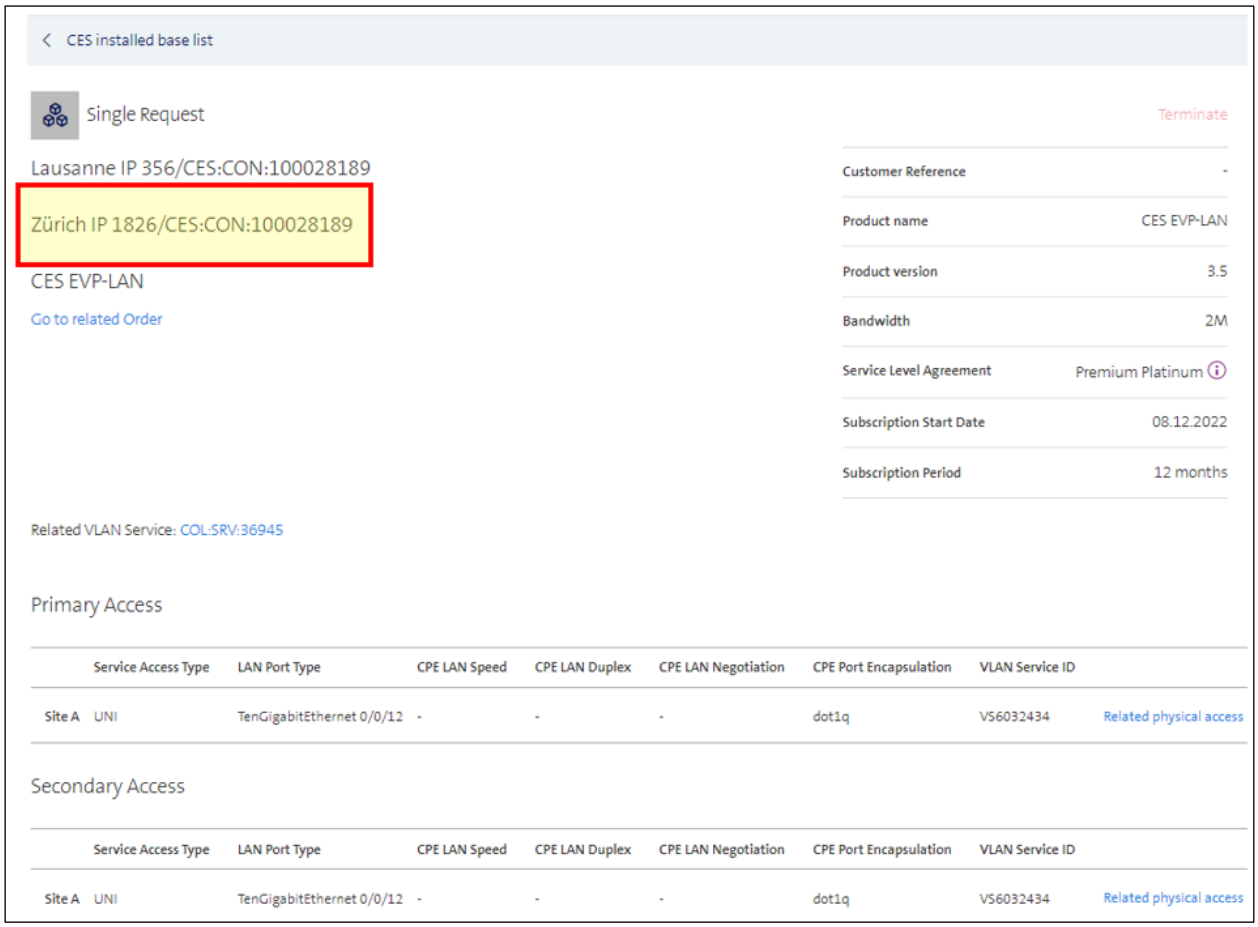
The notification is switched on by default and can be switched off if required.



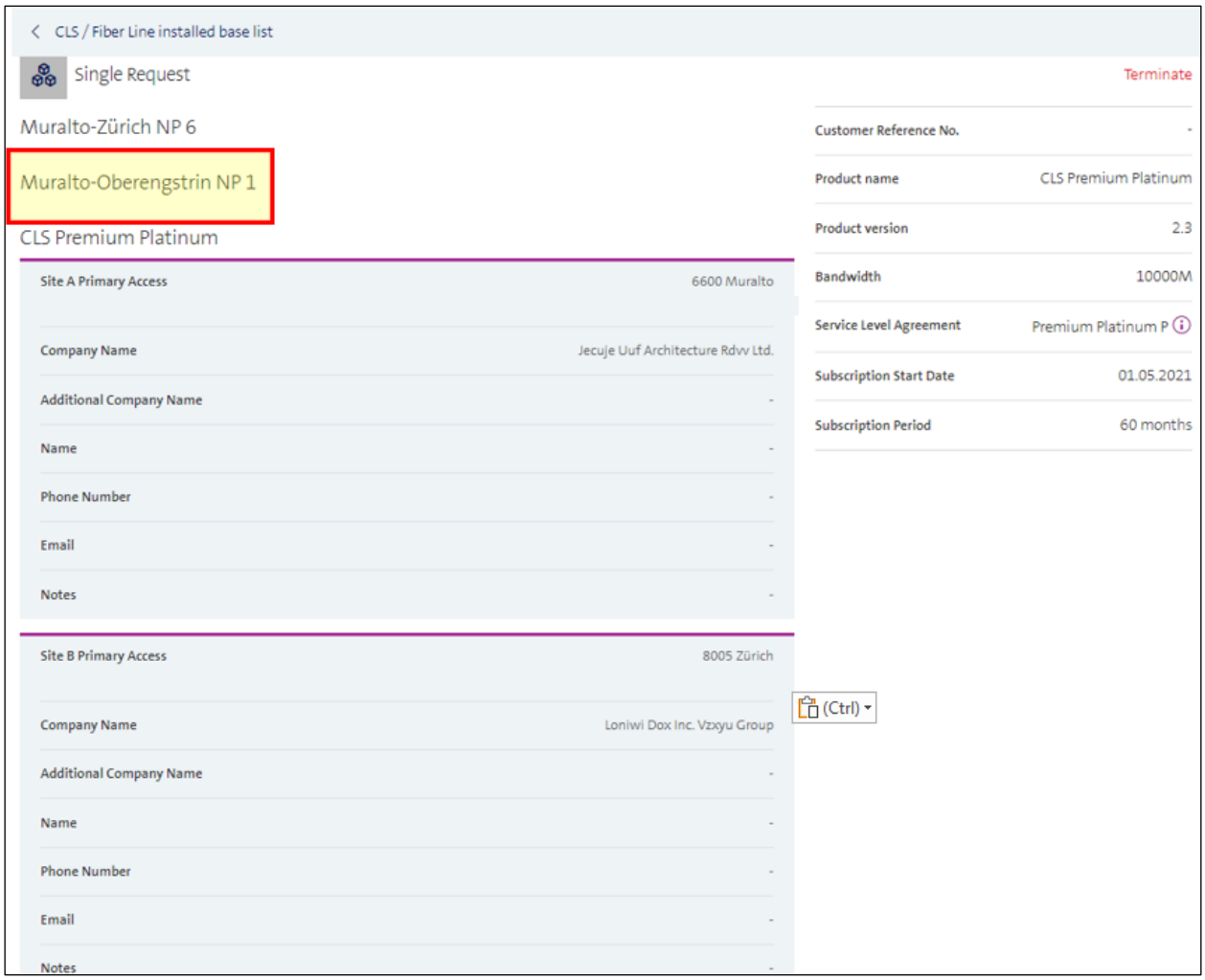
3.3 CES/CLS Premium Platinum lines will also show the related line (Second Circuit ID) details.

Within the details of a CES /CLS Platinum Lines, the secondary access name is also displayed.

CES Platinum:

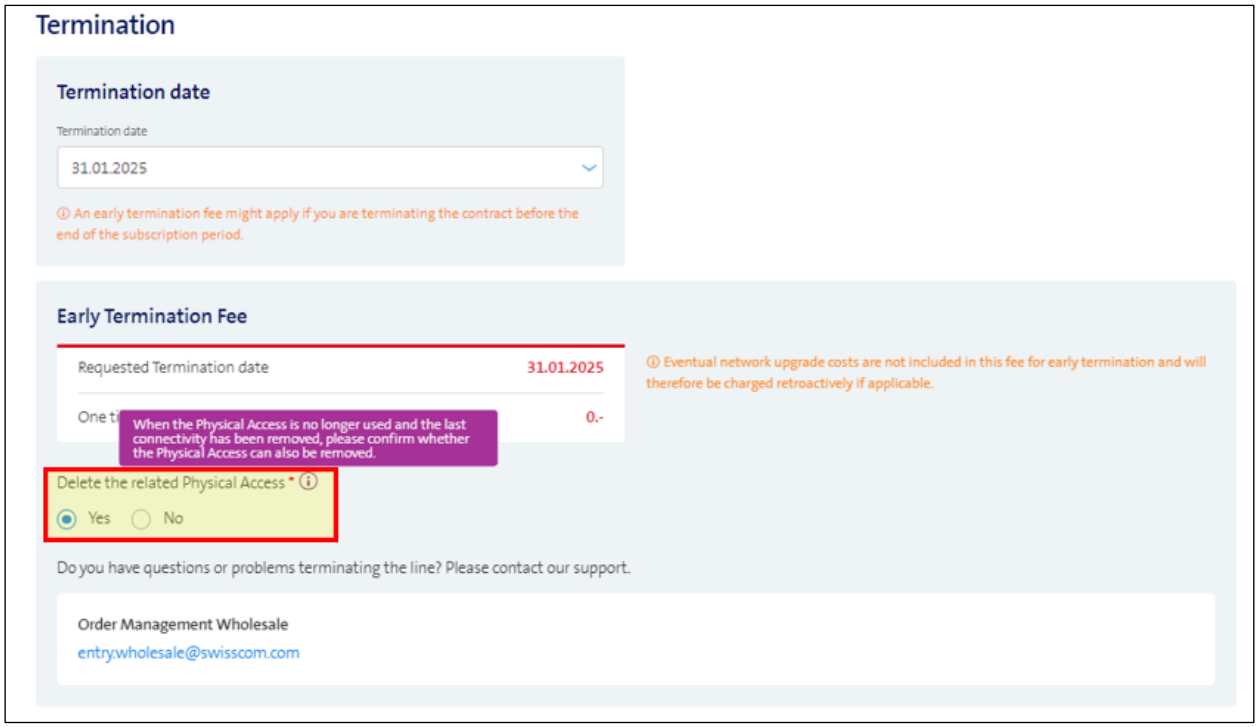


CLS Premium Platinum Line:



3.4 Remove Physical Access by termination of CES lines

When a CES line needs to be terminated, user has to confirm whether the related Physical Access can be removed after the last connectivity on this access is removed.

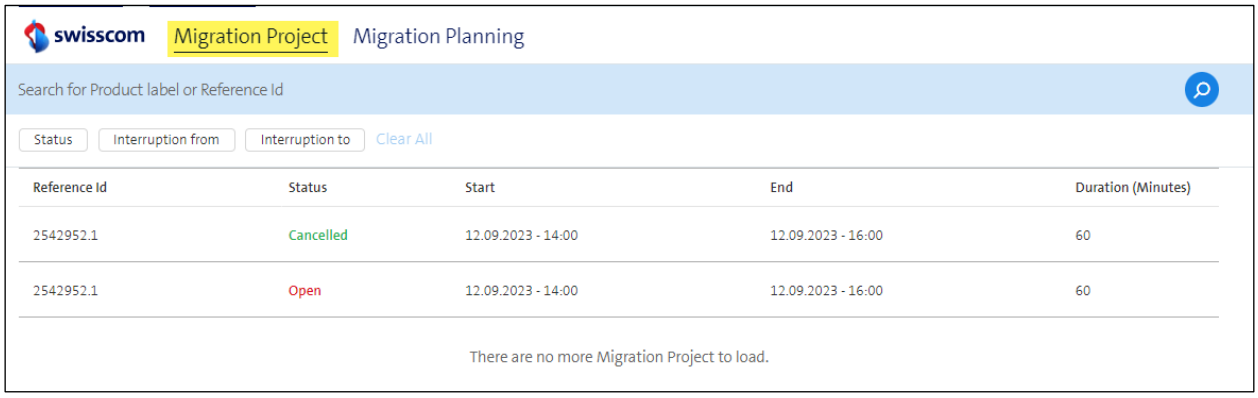


4 Release 3.2.0.106 (available from 15.11.2023)

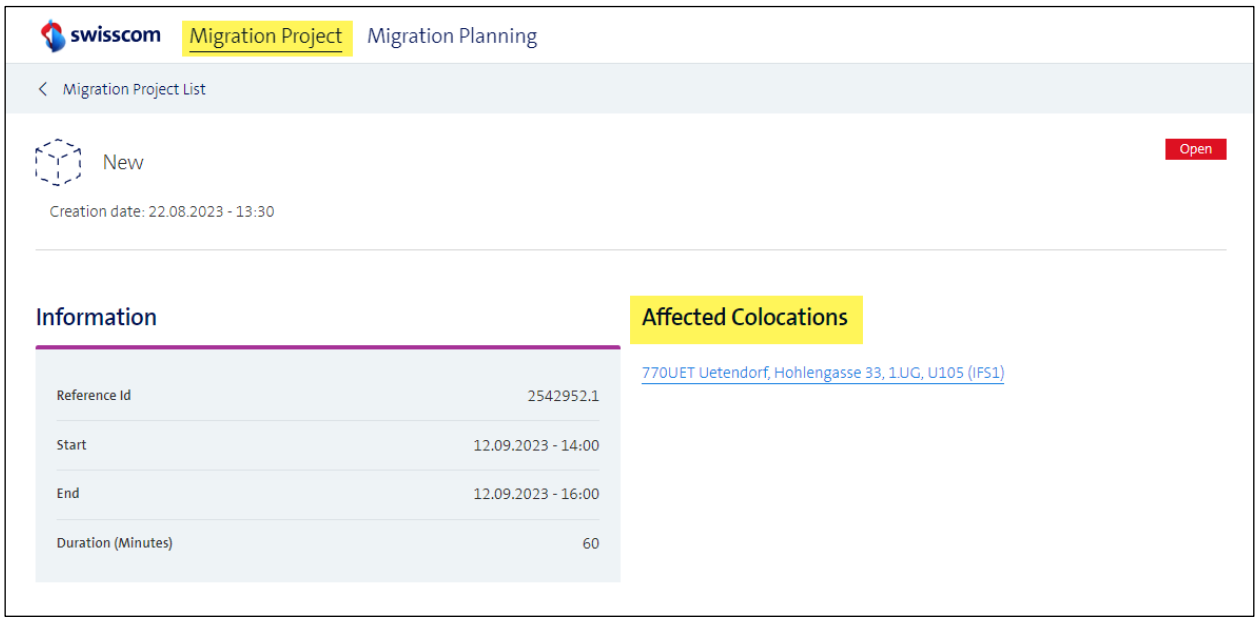
4.1 Power Off Interruption in Colocations

From now on you can access the planned power interruptions in the Wholesale Portal, which you already receive today via email.

Planned power interruptions are listed as a new entry under Migration Project:



The detailed view of the migration project - in this case for the planned power interruption - contains the affected collocations, date, time and duration of the interruption:

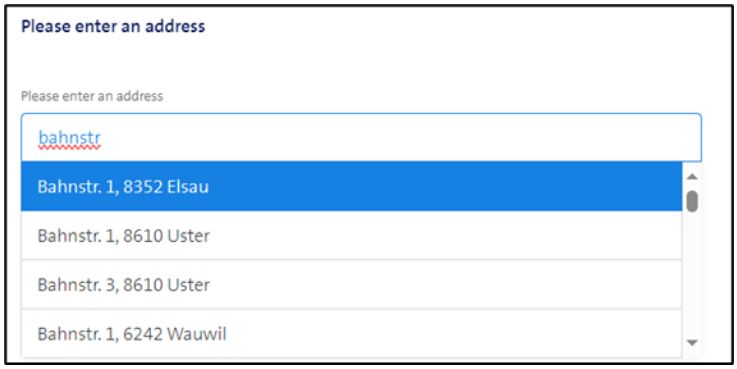


4.2 One line address search

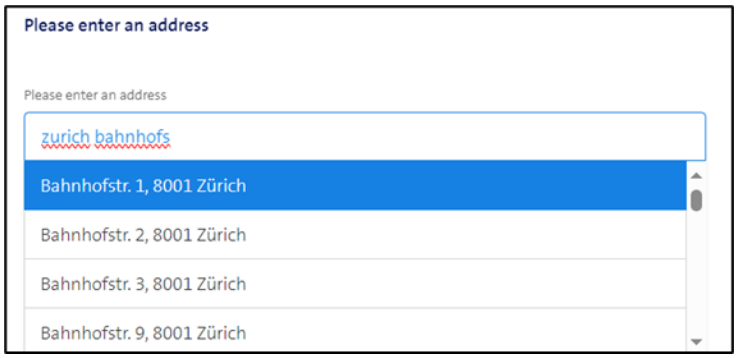
The address search capabilities have been simplified and the user can search with City names or Street names or HouseNames.

This new mechanism is available in all the places, where a verified address is provided.

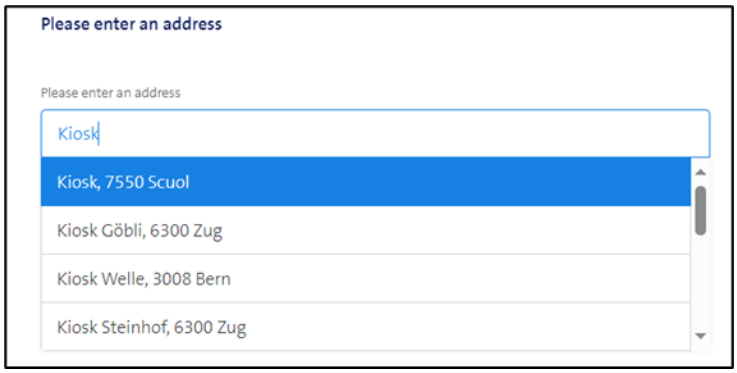
Here is an example with Street Name search.



Here is an example with City followed by street name search.

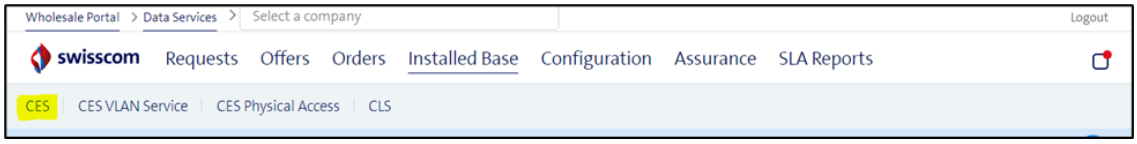


Here is an example with house name search.



4.3 Merged Installed Base for CES

All the CES Multipoint and "Point to Point" lines are now shown under the product category "CES". In the earlier releases, they were shown separately.



5 Release 3.2.0.105 (available from 18.10.2023)

5.1 Migration Planning

Migration planning is there to let you know as early as possible when we are planning maintenance work, or switch overs – so called "Migration Projects", *see chapter "Migration Project Customized Solution"*. It is not a finalized work, so you have the possibility to give us blocking periods, which we then consider in the final migration project. For example, because of a software release, an event or something else on your customer side. This helps us to react according to your customer request and to avoid short term vetoes.

5.1.1 In Scope and Out Of Scope

But before we get started, you need to know:

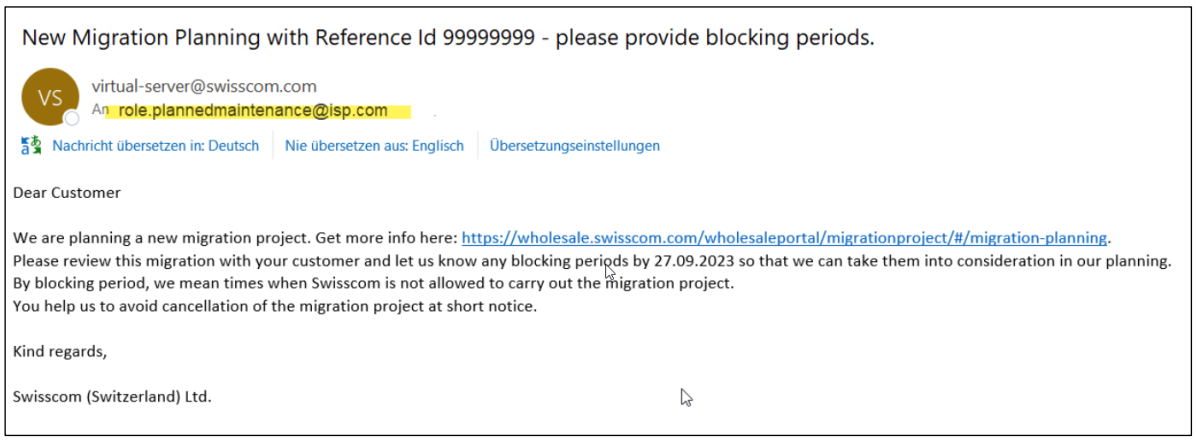
- You will only receive migration planning for services on FTTH and FTTO infrastructure.
- You will only receive migration planning for services with an SLA higher than "Basic"
- You will only receive migration plannings for services CES, CLS and DIA
- You will not receive migration planning for services on the copper infrastructure.

5.1.2 Process

How the User Journey looks like from the initial email notification to the submission of the blocking periods to our planning team in the Wholesale Portal will now be described.

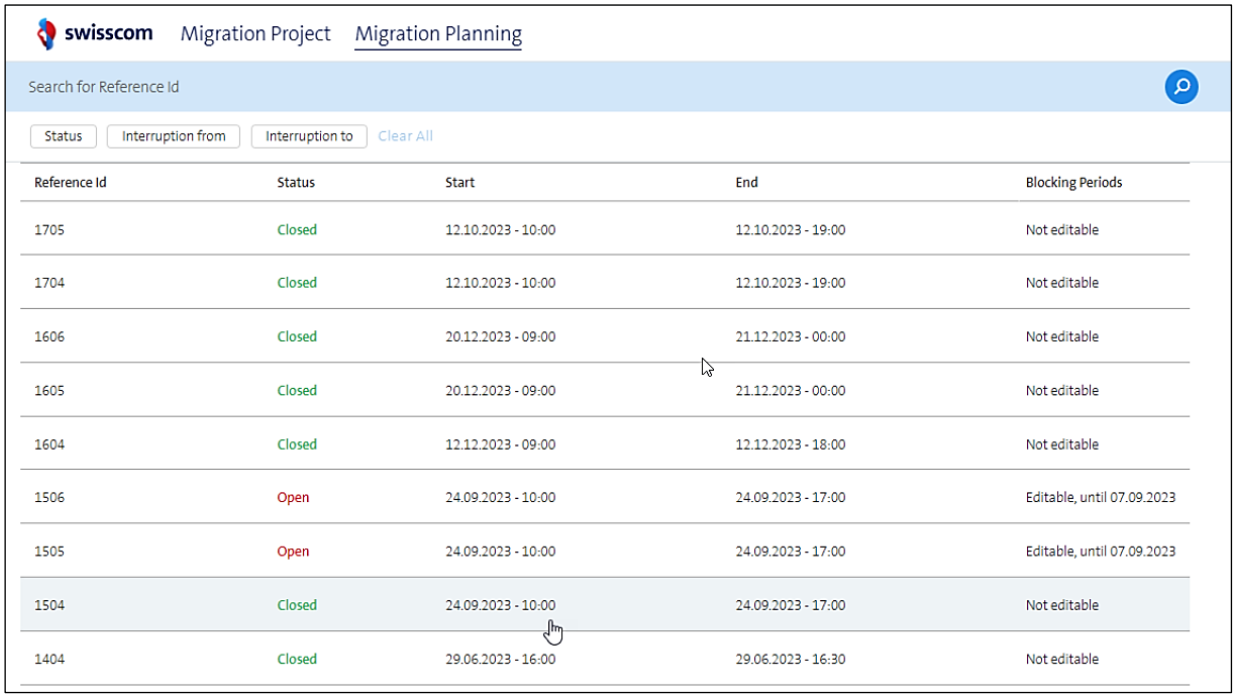
Step 1

You will be notified when a migration plan is published in wholesale:



Step 2

Via link you will get to the migration planning page. There, all migration planning is displayed in a list:

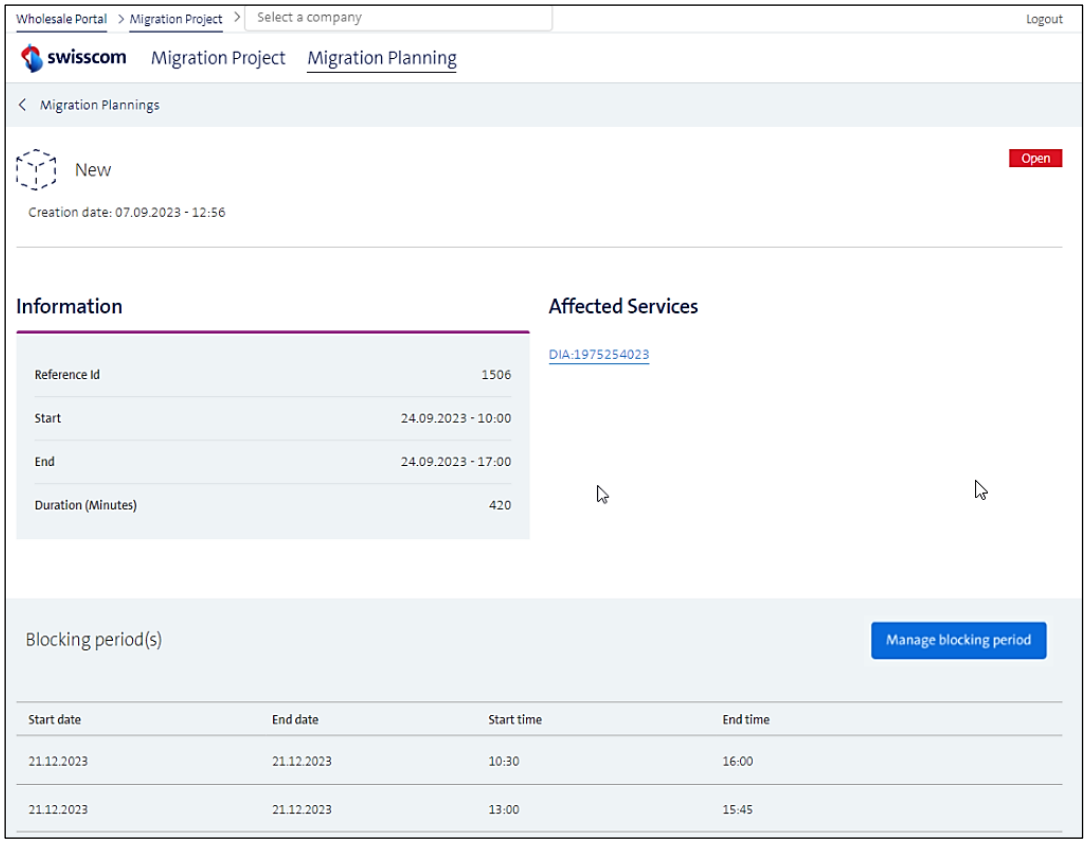


Reference Id	Status	Start	End	Blocking Periods
1705	Closed	12.10.2023 - 10:00	12.10.2023 - 19:00	Not editable
1704	Closed	12.10.2023 - 10:00	12.10.2023 - 19:00	Not editable
1606	Closed	20.12.2023 - 09:00	21.12.2023 - 00:00	Not editable
1605	Closed	20.12.2023 - 09:00	21.12.2023 - 00:00	Not editable
1604	Closed	12.12.2023 - 09:00	12.12.2023 - 18:00	Not editable
1506	Open	24.09.2023 - 10:00	24.09.2023 - 17:00	Editable, until 07.09.2023
1505	Open	24.09.2023 - 10:00	24.09.2023 - 17:00	Editable, until 07.09.2023
1504	Closed	24.09.2023 - 10:00	24.09.2023 - 17:00	Not editable
1404	Closed	29.06.2023 - 16:00	29.06.2023 - 16:30	Not editable

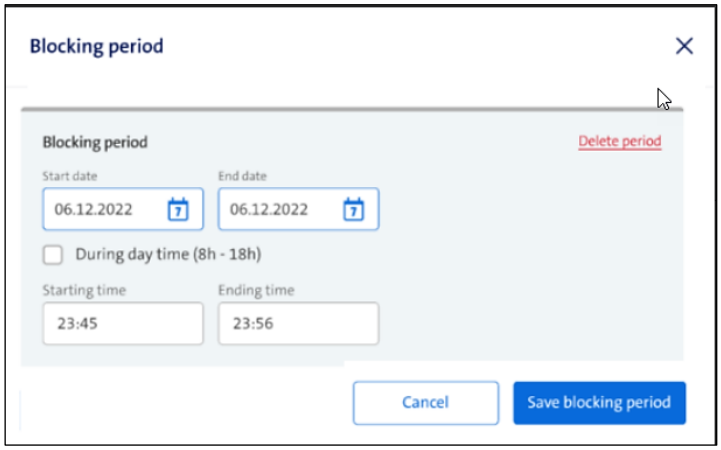
Step 3

Clicking on a migration planning will take you to the detail page. There you can see additional information about the planned migration project:

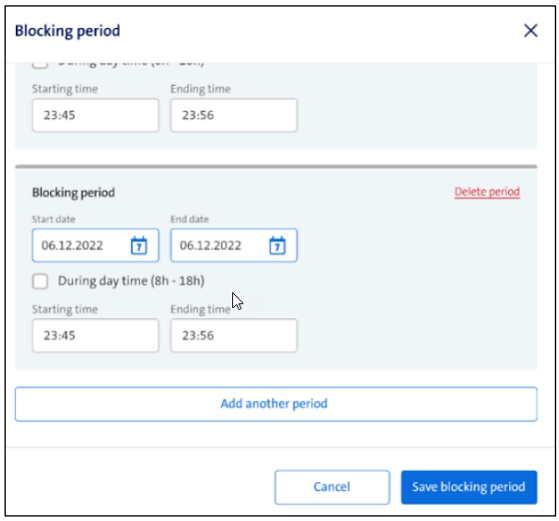
- Time period from-to
- Duration of the interruption
- Reference ID
- Affected services

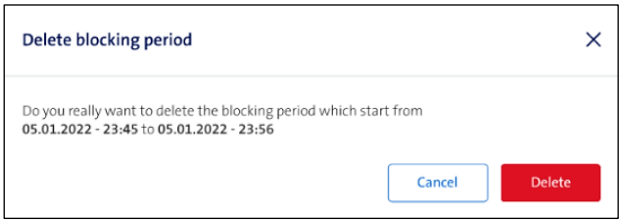


You have a total of 5 working days (from the day of publication in the Wholesale Portal) to enter the blocking periods in the Wholesale Portal, i.e. days on which we are not allowed to carry out the final planned migration project under any circumstances.



Within these 5 working days, you can also edit, add to or delete blocking periods that have already been entered:





Step 4

On the 3rd working day, you will be notified via email and reminded that you still have the option to notify blocking times to Swisscom, regardless of whether you have already done so or not:

Migration Planning with Reference Id 999999125 - friendly reminder for blocking periods.

CC CustomizedSolutionsServices.CWS@swisscom.com
An role.plannedmaintenance@isp.com

Nachricht übersetzen in: Deutsch | Nie übersetzen aus: Englisch | Übersetzungseinstellungen

Dear Customer

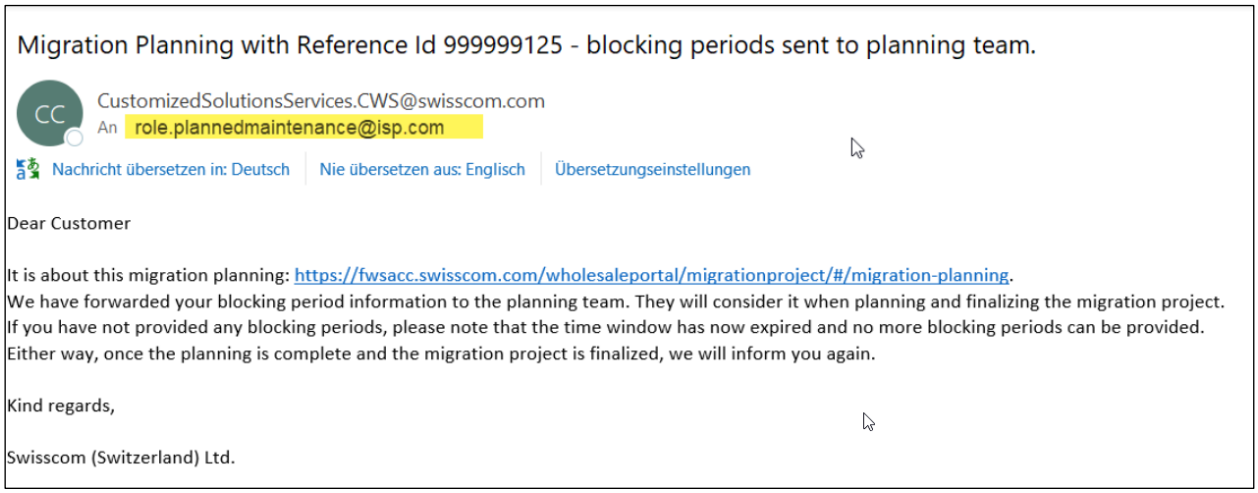
It is about this migration planning: https://fwsacc.swisscom.com/wholesaleportal/migrationproject/#/migration-planning.
Please note that the time window for the blocking period information of your customers expires on 19.09.2023.
By blocking period, we mean times when Swisscom is not allowed to carry out the migration project. It helps to avoid cancellation of the migration project at short notice.
This is just a friendly reminder. If you have already provided the blocking periods, please ignore this email.

Kind regards,

Swisscom (Switzerland) Ltd.

Step 5

On the 5th working day, you will be notified one last time via email to inform you that as of now no more blocking times can be entered for this migration planning and that any recorded blocking times have now been forwarded to the planning team.


Migration Planning with Reference Id 999999125 - blocking periods sent to planning team.

CC CustomizedSolutionsServices.CWS@swisscom.com
An role.plannedmaintenance@isp.com

Nachricht übersetzen in: Deutsch | Nie übersetzen aus: Englisch | Übersetzungseinstellungen

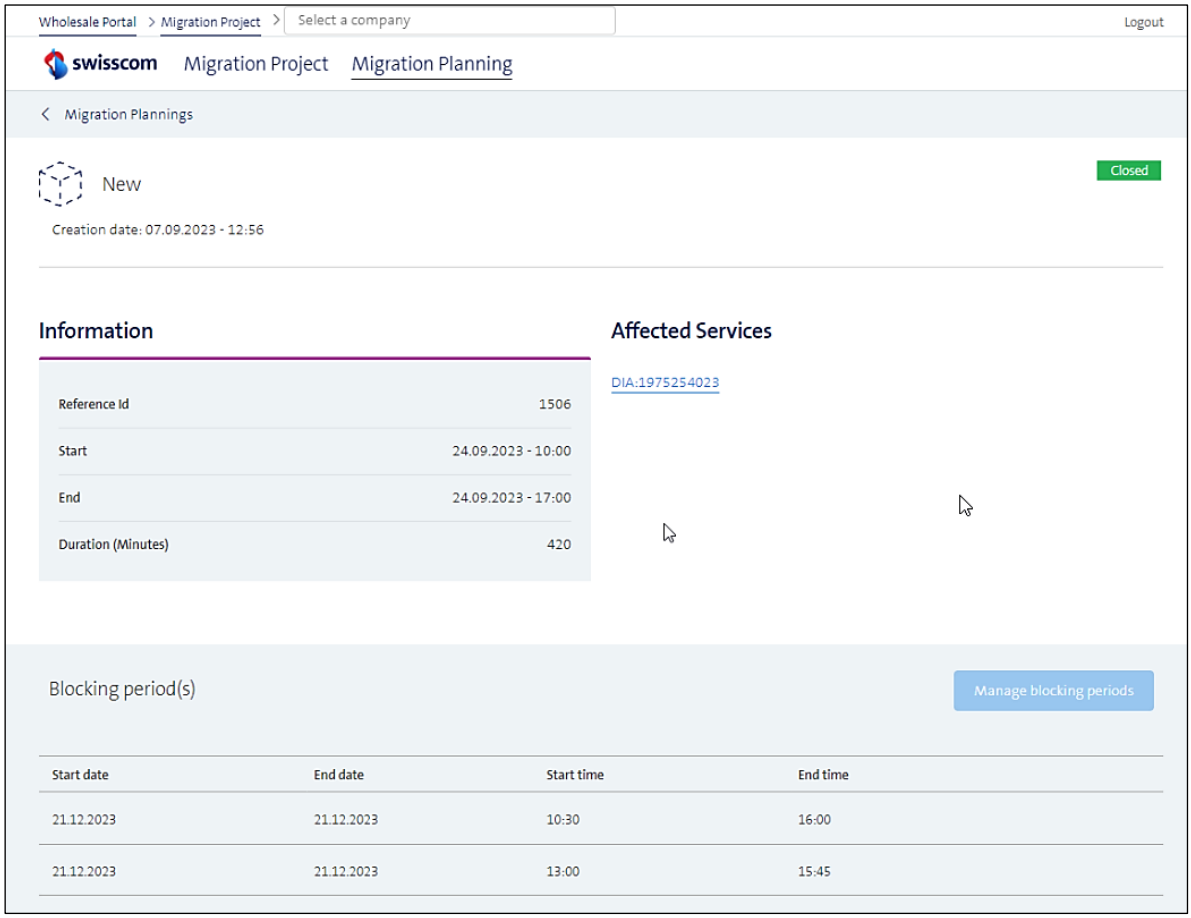
Dear Customer

It is about this migration planning: https://fwsacc.swisscom.com/wholesaleportal/migrationproject/#/migration-planning.
We have forwarded your blocking period information to the planning team. They will consider it when planning and finalizing the migration project.
If you have not provided any blocking periods, please note that the time window has now expired and no more blocking periods can be provided.
Either way, once the planning is complete and the migration project is finalized, we will inform you again.

Kind regards,

Swisscom (Switzerland) Ltd.

In the Wholesale Portal, migration planning is therefore displayed with status "Closed" and the option to manage blocking times is deactivated:



6 Release 3.2.0.103 (available from 22.09.2023)

6.1 CES Order Tracking

The customer satisfaction survey showed that there is a need for more information and clarity on the various appointments surrounding the processing of a new order.

For this purpose, we have considered an improved presentation of those appointment data by offering a tracking mode in the order list as well as enhanced data in the order detail view.

We have also made measures to keep you posted on all the interactions between your installation partner and Swisscom during the inhouse installation, as we have been told that it is not always entirely clear what the status is.

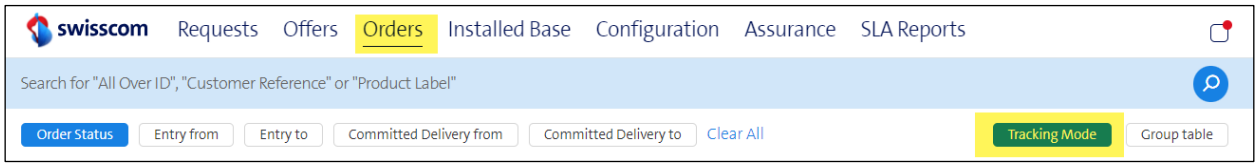
Please note that the following function can only be provided for CES orders for the time being. However, we are already working on providing this for CLS orders as well. The implementation date is still open.

6.1.1 Tracking Mode

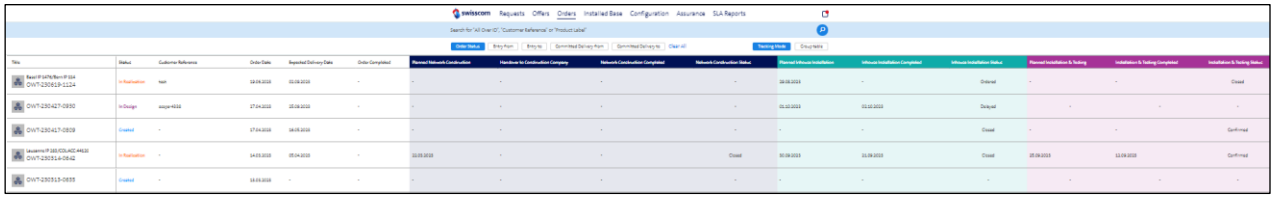
A new order tracking over all CES orders is provided. To make it easier for you to distinguish between the different appointments, we have separated them by color:

- **blue**: network construction (if network construction was required for the specific CES order)
- **green**: inhouse installation (to be done by your installation partner)
- **purple**: CPE installation or tests on site (the latter if "Direct Connect" was ordered)

The new "Tracking Mode" can be activated (and deactivated) at any time and optionally in the menu "Orders":



As the order tracking list with all dates expanded gets very wide, we provide a sticky row to ensure you can refer to the order at any time:



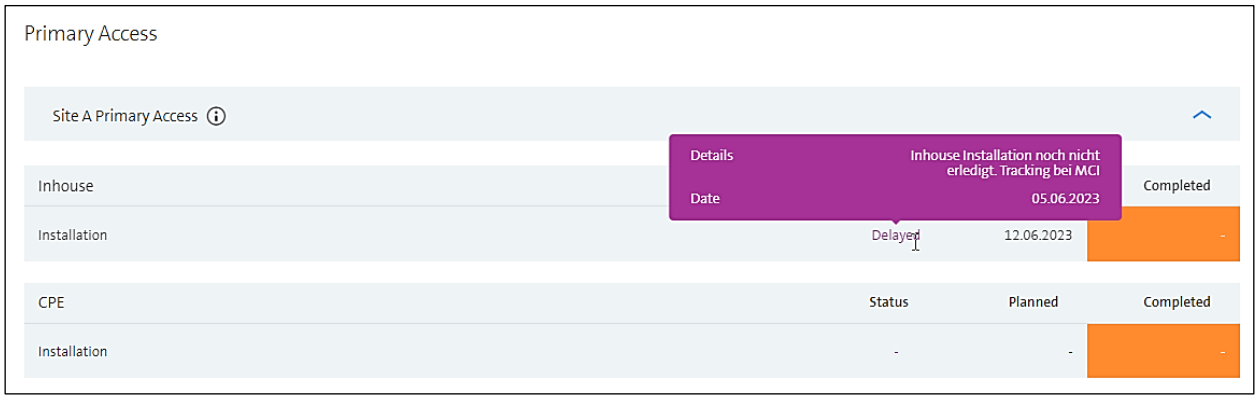
Following dates and information are displayed in the Tracking Mode:

Type	Appointment description	Wording within Tracking Mode
CES Order	Date on which the new order was created	Order Date
	Expected delivery date of the service according to service lead time/customer request	Expected Delivery Date
	New expected delivery date of the service according postponement/customer change request	New Expected Delivery Date
	Date on which the new order was completed	Order Completed
	Status of the new CES order	Created, In Design, In Realization, Partly Completed, Completed
Network	autom. calculated delivery date of the network construction (unconfirmed date by now)	Planned Network Construction
	Date on which the network construction order was handed over to the construction company	Order Handover to Construction Company
	Completion report of the network construction	Network Construction Completed
	Status of the network construction	Ordered, In Design, In Realization, Closed
Inhouse Installation	autom. calculated delivery date of the inhouse installation	Planned Inhouse Installation
	Postponement of the planned inhouse installation according installation partner feedback/missing feedback from the installation partner	Planned Inhouse Installation
	Date on which the inhouse installation was completed	Inhouse Installation Completed
	Comment of inhouse installation status	*No wording, just use cursor and go over status to see the comment*
	Status of the inhouse installation	Ordered, Rejected, Delayed, Closed
Installation & testing	Date agreed with the customer contact for the CPE installation or testing on site	Planned installation & testing
	Date on which Swisscom completed the CPE installation or testing on site	Installation & Testing Completed
	Status of the CPE installation or testing on site	Confirmed, Customer Pending, On Hold, Closed

6.1.2 Enhanced Order Detail View

The same as in tracker mode plus additional dates are also displayed in the order detail view. Additional dates in the order detail view:

- Network construction: Provisional Network Construction Date
- Network construction: Realistic Network Construction Date
- Network construction: Postponement Reason
- Inhouse Installation: Inhouse Installation Update (Comment)

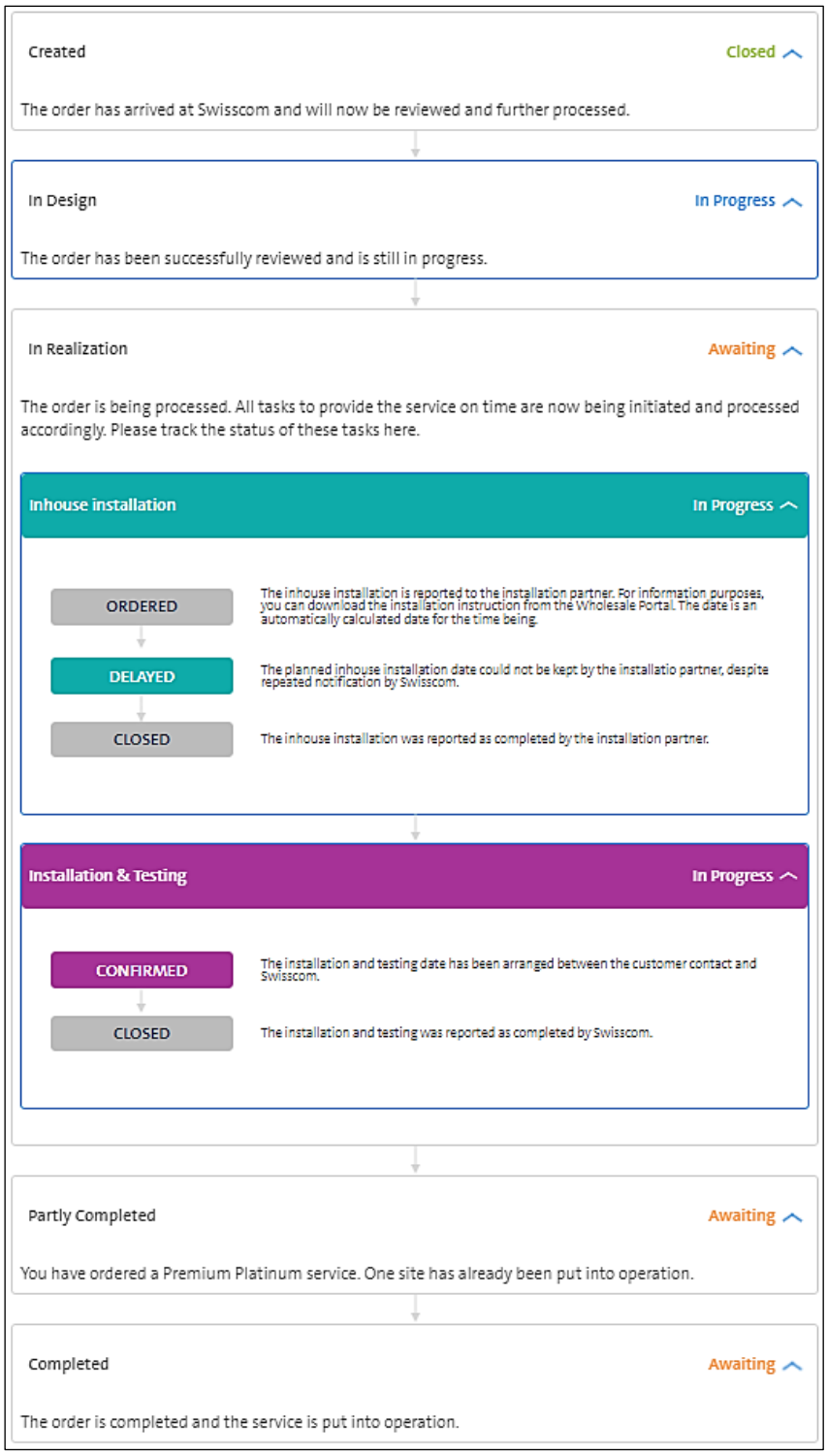


6.1.3 Status Modal

To better show you what tasks have been passed, what we are currently working on and what is still awaiting, please access the status modal. For each site we are expecting installations and construction we are showing a status modal. Simply klick 'i' to open the status modal:

By default only the running task is unfolded:

If additional info is required simply unfold the tasks:



6.1.4 Inhouse Installation Improvements

In order to keep you posted during the inhouse installation, you will receive an email notification when the status or appointment changes. Also in case of missing feedback from the installation partner, we will inform you proactively.

See the flow how and when we are going to notify you:

Initial	Postpone-ment	Closed Info	First Info	Friendly Reminder	Warning, Assitance Required!
We notify you once the **planned inhouse installa-tion date was initially created** and the order sent to your installation partner. Please find also the installation instruction as pdf in the Wholesale Portal	You receive a notification if the **planned inhouse installation date is postponed** due to installation partner feedback or missing feedback from your installation partner	When the **inhouse installa-tion is completed**, we notify you automatically via email. We will then proceed with the CPE installation or, if you have ordered a direct connect service, with the on site tests	**1 work day after the initially planned inhouse installation date**, we inform you that we have not received any feedback from your installation partner and therefore postpone the date	**1 work day before the already postponed inhouse installa-tion date**, we friendly remind you that your installation partner has not reported back inhouse installation yet	**1 work day after the postponed inhouse installa-tion date,** we warn you that your installation partner has not yet done the inhouse installa-tion. The CES delivery date is now at risk of not being kept. **We now need your assistance!**

Each email notification contains the link to the order detail view in the Wholesale Portal. See example:

Von: No Reply <customerservicewholesale@swisscom.com>
Gesendet: Montag, 4. September 2023 15:54
An: Order Requester, <order.requester@isp.com>
Betreff: Zürich IP 123 - Info: inhouse Installation is not yet done

Dear customer

Please note that the inhouse installation is not yet done. The planned inhouse installation date was yesterday.

We now give your installation partner another 5 working days to complete the inhouse installation.

You will be notified again about this postponement.

Find more information about the planned installation in the order: https://fwsacc.swisscom.com/wholesaleportal/data/#/orders/1410930316.

Best Regards,

Your Order Entry Wholesale Team

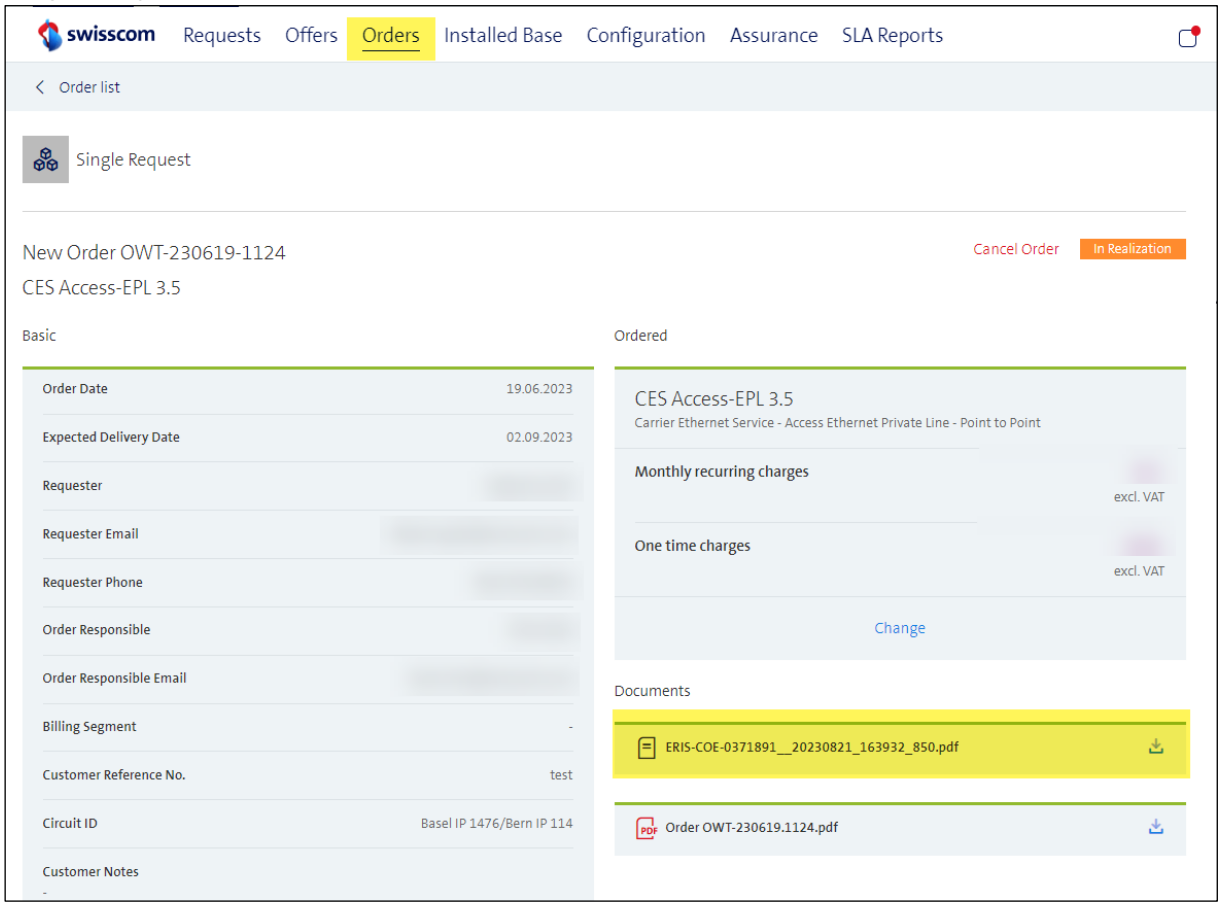
Swisscom (Switzerland) Ltd.
Wholesale Delivery
entry.wholesale@swisscom.com

This notification will be sent to the email address that was specified when the order was placed.

Important: if you do not have a Wholesale Portal account yet, please contact your superuser to get information about the order at any time and to download the inhouse installation instruction as pdf.

6.1.5 Installation Instruction for CES orders

For CES orders, please find the installation instructions in the order detail page once the inhouse order is assigned to your installation partner:



7 Release 3.2.0.96 (available from 22.03.2023)

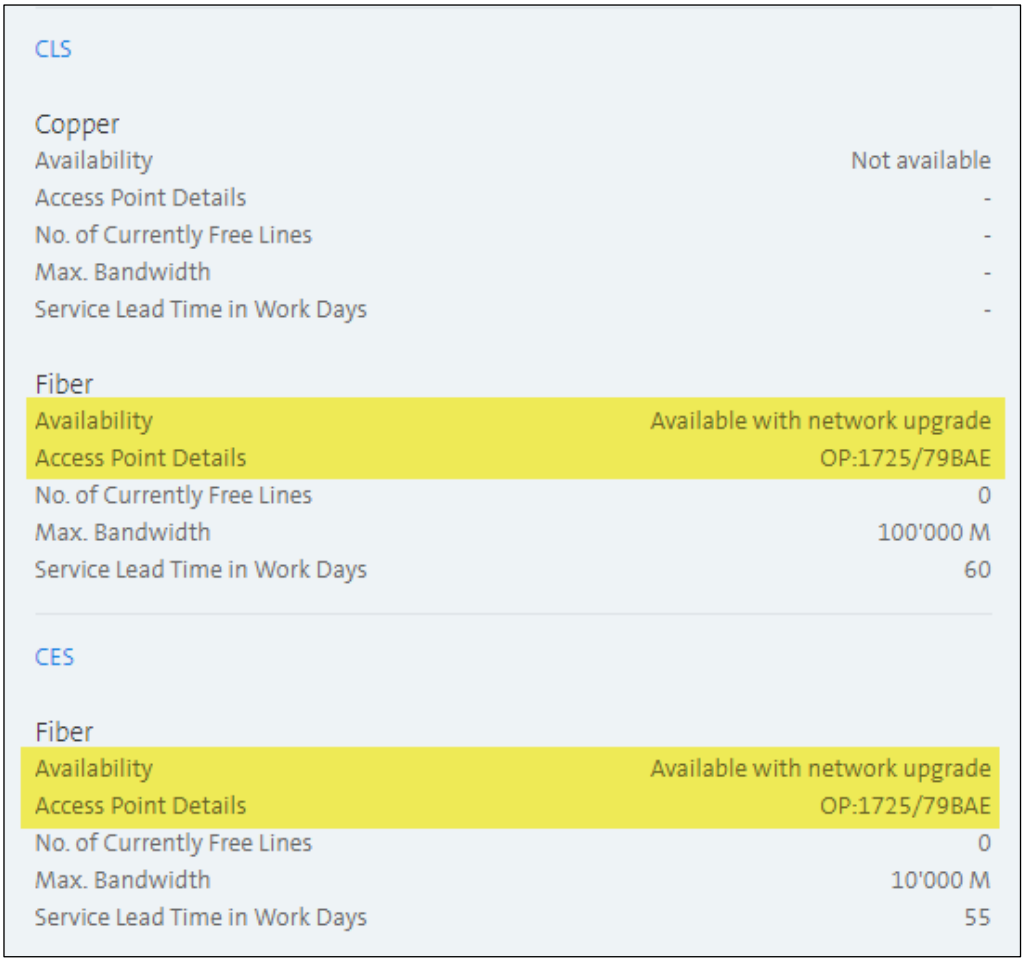
7.1 Locations without OP and locations with OP without available fibers

Until now we have displayed locations without OP in the same way as locations with OP without free fibers.

To distinguish the situations, we now show sites with OP without free fibers differently.

As a reminder, how we display locations without OP:

Now, if the location has an OP but it does not have any available fibers, we will show the availability check new as follows:



CLS

Copper

Availability	Not available
Access Point Details	-
No. of Currently Free Lines	-
Max. Bandwidth	-
Service Lead Time in Work Days	-

Fiber

Availability	Available with network upgrade
Access Point Details	OP:1725/79BAE
No. of Currently Free Lines	0
Max. Bandwidth	100'000 M
Service Lead Time in Work Days	60

CES

Fiber

Availability	Available with network upgrade
Access Point Details	OP:1725/79BAE
No. of Currently Free Lines	0
Max. Bandwidth	10'000 M
Service Lead Time in Work Days	55

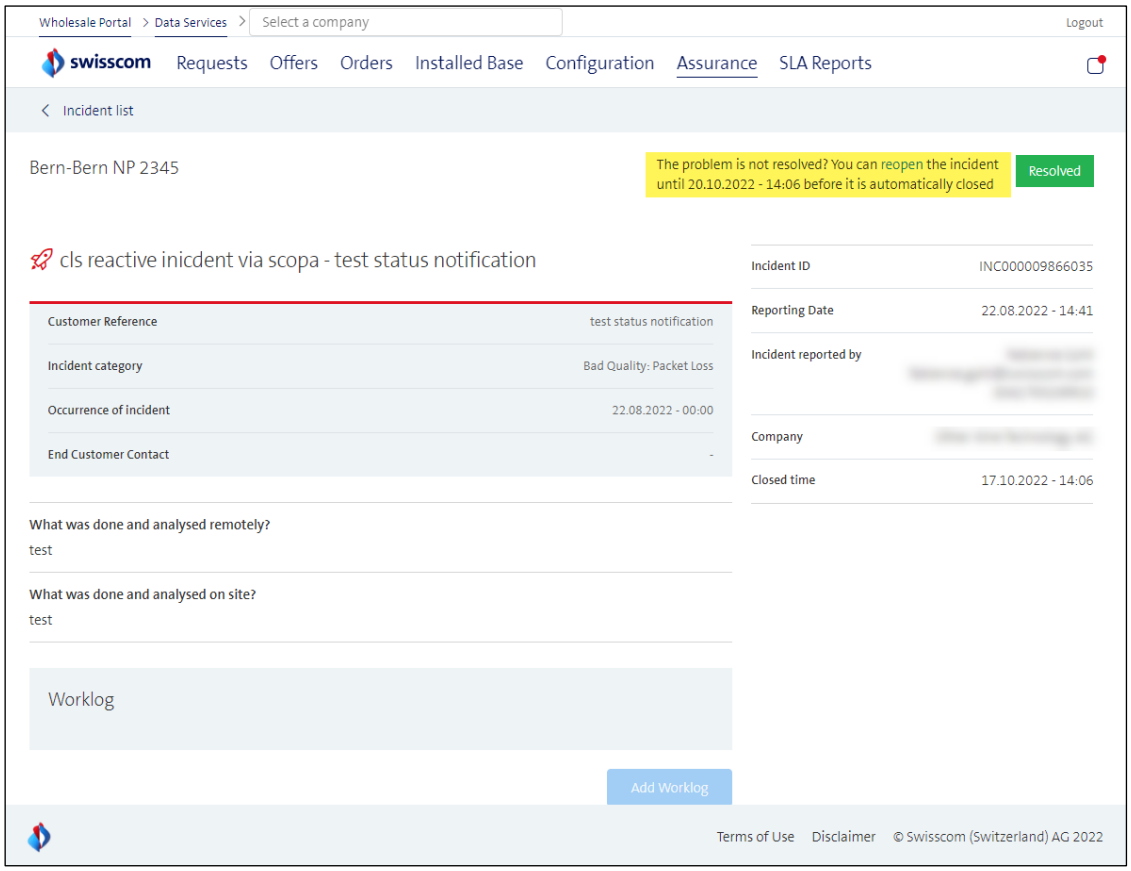
It also includes the following remark:

- Currently there are no free fibers available on the OP. We check an OP splicing, OP extension or a network construction. We allow ourselves to offer possible expansion costs to you.

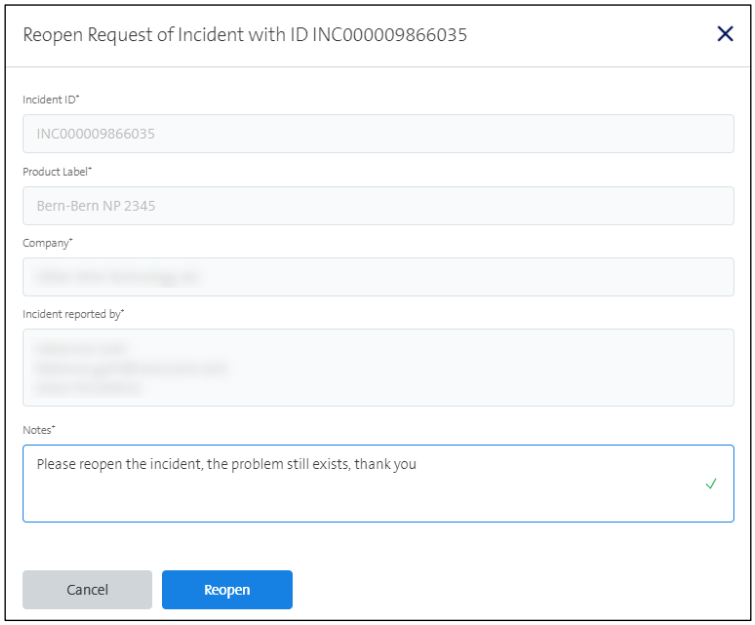
8 Release 3.2.0.89 (available from 19.10.2022)

8.1 Reopen Assurance Incident

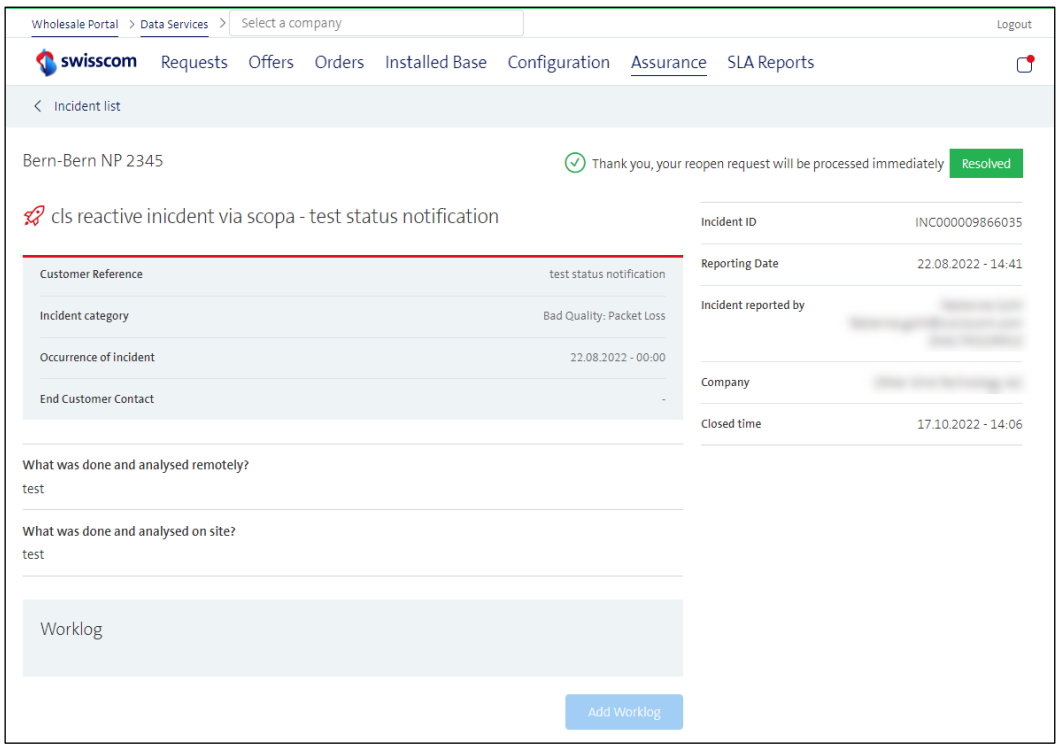
If an Assurance Incident is set to status "Resolved", but the problem still exists, you now have the option to reopen the Incident within 72 hours (after reaching the status "Resolved"):



In the online form you can also provide us with information that could be important for the further troubleshooting process:

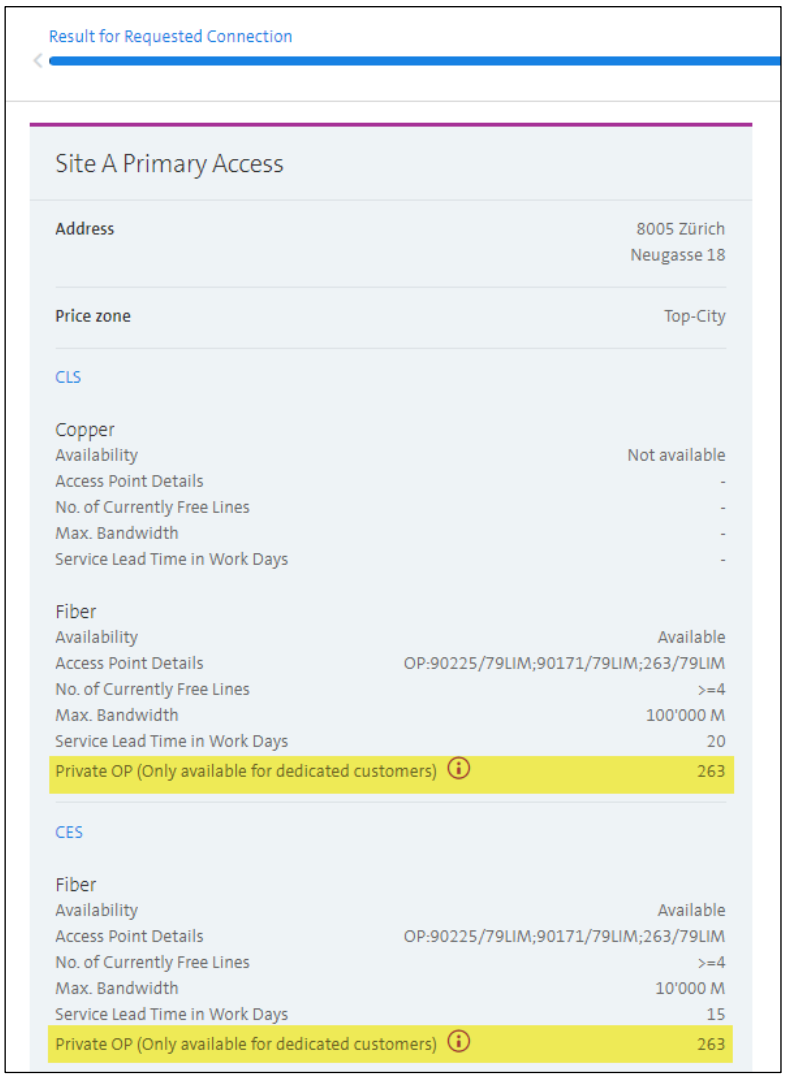


After submitting the request, Swisscom will receive an email. Only after this mail has been processed the status will be reset from "Resolved" to "Assigned" and the troubleshooting will continue:



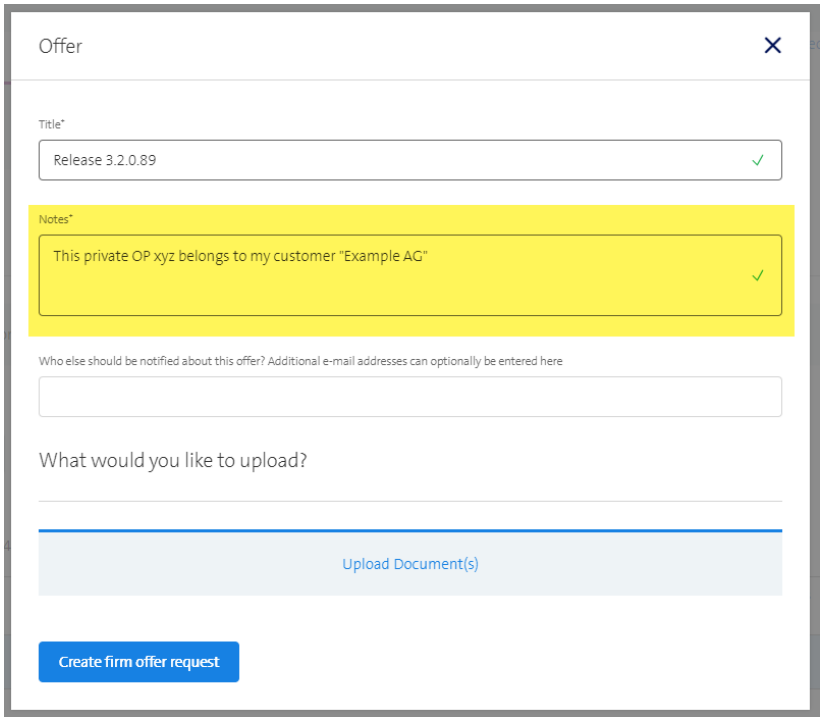
8.2 Private OP

From now on we show private OPs in the availability check. For data protection reasons we only show the OP number, without indication of the owner:



If you are not sure whether the private OP belongs to your customer, you can leave a comment (including your customer's name) in the notes field during the firm offer request - we will be happy to clarify this for you.

If you are sure that the private OP belongs to your customer, you can also tell us that in the notes field of the firm offer request.



If the private OP is the only available OP, we disable the "Direct Order" option - in this case we ask you to trigger a firm offer so that we can together determine whether the service can be provisioned on this OP or whether a network upgrade must be triggered.

9 Release 3.2.0.85 (available from 20.07.2022)

9.1 SAP Types

Service Access Point - SAP for short - means LAN (CES with CPE), WAN (CES Direct Connect) and Interface (CLS).

You can now specify the Service Access Point (or SAP Type) yourself in the CES order in the Wholesale Portal if several SAP Types apply to the options according to the price request/offer. Only values that apply to your selected option will be provided in the Wholesale Portal. The following attributes are decisive for the correct SAP Types:

- Product (CES or CLS)
- Medium (Copper of Fiber)
- Bandwidth
- CPE Model

A SAP Type must only be selected if a new physical connection is desired.

To give you a better idea of the SAP Types, we distinguish between the following use cases:

- CES High End
- CES High End Direct Connect
- CES Low End (LEC and LEF)
- CLS

9.1.1 SAP Types – CES High End

All SAP Types for CES High End are listed here:

Product	Medium	Bandwidth	CPE_Model	Physical Access	SAP Type	SAP Speed	SAP Duplex	SAP Negotiation
CES	any	2M	any	true	10/100/1000Base-T	10	full	nonegotiate
CES	any	2M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	2M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	2M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	2M	any	true	1000Base-SX	N/A	N/A	any
CES	any	2M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	4M	any	true	10/100/1000Base-T	10	full	nonegotiate

CES	any	4M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	4M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	4M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	4M	any	true	1000Base-SX	N/A	N/A	any
CES	any	4M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	6M	any	true	10/100/1000Base-T	10	full	nonegotiate
CES	any	6M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	6M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	6M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	6M	any	true	1000Base-SX	N/A	N/A	any
CES	any	6M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	8M	any	true	10/100/1000Base-T	10	full	nonegotiate
CES	any	8M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	8M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	8M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	8M	any	true	1000Base-SX	N/A	N/A	any
CES	any	8M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	10M	any	true	10/100/1000Base-T	10	full	nonegotiate
CES	any	10M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	10M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	10M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	10M	any	true	1000Base-SX	N/A	N/A	any
CES	any	10M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	20M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	20M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	20M	any	true	10/100/1000Base-T	auto	auto	negotiate

CES	any	20M	any	true	1000Base-SX	N/A	N/A	any
CES	any	20M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	30M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	30M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	30M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	30M	any	true	1000Base-SX	N/A	N/A	any
CES	any	30M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	50M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	50M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	50M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	50M	any	true	1000Base-SX	N/A	N/A	any
CES	any	50M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	70M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	70M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	70M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	70M	any	true	1000Base-SX	N/A	N/A	any
CES	any	70M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	100M	any	true	10/100/1000Base-T	100	full	nonegotiate
CES	any	100M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	100M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	100M	any	true	1000Base-SX	N/A	N/A	any
CES	any	100M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	200M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	200M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	200M	any	true	1000Base-SX	N/A	N/A	any
CES	any	200M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	300M	any	true	10/100/1000Base-T	1000	full	nonegotiate

CES	any	300M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	300M	any	true	1000Base-SX	N/A	N/A	any
CES	any	300M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	500M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	500M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	500M	any	true	1000Base-SX	N/A	N/A	any
CES	any	500M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	700M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	700M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	700M	any	true	1000Base-SX	N/A	N/A	any
CES	any	700M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	1000M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	1000M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	1000M	any	true	1000Base-SX	N/A	N/A	any
CES	any	1000M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	1000M	any	true	10GBase-SR	N/A	N/A	any
CES	any	1000M	any	true	10GBase-LR	N/A	N/A	any
CES	any	2000M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	2000M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	2000M	any	true	1000Base-SX	N/A	N/A	any
CES	any	2000M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	2000M	any	true	10GBase-SR	N/A	N/A	any
CES	any	2000M	any	true	10GBase-LR	N/A	N/A	any
CES	any	3000M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	3000M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	3000M	any	true	1000Base-SX	N/A	N/A	any
CES	any	3000M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	3000M	any	true	10GBase-SR	N/A	N/A	any
CES	any	3000M	any	true	10GBase-LR	N/A	N/A	any

CES	any	5000M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	5000M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	5000M	any	true	1000Base-SX	N/A	N/A	any
CES	any	5000M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	5000M	any	true	10GBase-SR	N/A	N/A	any
CES	any	5000M	any	true	10GBase-LR	N/A	N/A	any
CES	any	7000M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	7000M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	7000M	any	true	1000Base-SX	N/A	N/A	any
CES	any	7000M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	7000M	any	true	10GBase-SR	N/A	N/A	any
CES	any	7000M	any	true	10GBase-LR	N/A	N/A	any
CES	any	10000M	any	true	10/100/1000Base-T	1000	full	nonegotiate
CES	any	10000M	any	true	10/100/1000Base-T	auto	auto	negotiate
CES	any	10000M	any	true	1000Base-SX	N/A	N/A	any
CES	any	10000M	any	true	1000Base-LX/LH	N/A	N/A	any
CES	any	10000M	any	true	10GBase-SR	N/A	N/A	any
CES	any	10000M	any	true	10GBase-LR	N/A	N/A	any

9.1.2 SAP Types – CES High End Direct Connect

All SAP Types for CES High End Direct Connect are listed here:

Product	Medium	Bandwidth	CPE Model	Physical Access	SAP Type	SAP Speed	SAP Duplex	SAP Negotiation
CES	any	2M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	2M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	4M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	4M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	6M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	6M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	8M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	8M	none	true	1000Base-BX10	N/A	N/A	any

CES	any	10M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	10M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	20M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	20M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	30M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	30M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	50M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	50M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	70M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	70M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	100M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	100M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	200M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	200M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	300M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	300M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	500M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	500M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	700M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	700M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	1000M	none	true	1000Base-LX/LH (ZX)	N/A	N/A	any
CES	any	1000M	none	true	1000Base-BX10	N/A	N/A	any
CES	any	2000M	none	true	10GBase-LR (ER)	N/A	N/A	any
CES	any	2000M	none	true	10GBase-LR (ER)	N/A	N/A	any
CES	any	3000M	none	true	10GBase-LR (ER)	N/A	N/A	any
CES	any	3000M	none	true	10GBase-LR (ER)	N/A	N/A	any
CES	any	5000M	none	true	10GBase-LR (ER)	N/A	N/A	any
CES	any	5000M	none	true	10GBase-LR (ER)	N/A	N/A	any
CES	any	7000M	none	true	10GBase-LR (ER)	N/A	N/A	any
CES	any	7000M	none	true	10GBase-LR (ER)	N/A	N/A	any
CES	any	10000M	none	true	10GBase-LR (ER)	N/A	N/A	any

9.1.3 SAP Types – CES Low End (LEC und LEF)

All SAP Types for CES Low End Copper and CES Low End Fiber are listed here:

Product	Medium	Bandwidth	CPE Model	Physical Access	SAP Type	SAP Speed	SAP Duplex	SAP Negotiation
CES Light	Copper	2M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Copper	2M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	2M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	2M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	5/1M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Copper	5/1M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	5/1M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	5/1M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	4M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Copper	4M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	4M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	4M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	10/2M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Copper	10/2M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	10/2M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	10/2M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	6M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Copper	6M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	6M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	6M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate

CES Light	Copper	20/4M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	20/4M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	20/4M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	8M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Copper	8M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	8M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	8M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	30/6M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	30/6M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	30/6M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	10M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Copper	10M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	10M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	10M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	40/8M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	40/8M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	40/8M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	20M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	20M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	20M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	50/10M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	50/10M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	50/10M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate

CES Light	Copper	30M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	30M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	30M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	100/20M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	100/20M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	100/20M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	50M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	50M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	50M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	200/40M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	200/40M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	70M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	70M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	70M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	300/60M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	300/60M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	100M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Copper	100M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	100M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	400/80M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	400/80M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Copper	500/100M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	500/100M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate

CES Light	Copper	1000/200M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Copper	1000/200M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	2M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Fiber	2M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	2M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	2M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	2M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	2M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	4M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Fiber	4M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	4M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	4M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	4M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	4M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	6M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Fiber	6M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	6M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	6M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	6M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	6M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	8M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Fiber	8M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	8M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate

CES Light	Fiber	8M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	8M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	8M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	10M	LowRange	true	10/100/1000Base-T	10	full	nonegotiate
CES Light	Fiber	10M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	10M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	10M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	10M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	10M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	20M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	20M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	20M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	20M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	20M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	30M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	30M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	30M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	30M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	30M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	50M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	50M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	50M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	50M	LowRange	true	1000Base-SX	N/A	N/A	any

CES Light	Fiber	50M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	70M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	70M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	70M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	70M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	70M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	100M	LowRange	true	10/100/1000Base-T	100	full	nonegotiate
CES Light	Fiber	100M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	100M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	100M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	100M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	200M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	200M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	200M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	200M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	300M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	300M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	300M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	300M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	500M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	500M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	500M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	500M	LowRange	true	1000Base-LX/LH	N/A	N/A	any

CES Light	Fiber	700M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	700M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	700M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	700M	LowRange	true	1000Base-LX/LH	N/A	N/A	any
CES Light	Fiber	1000M	LowRange	true	10/100/1000Base-T	1000	full	nonegotiate
CES Light	Fiber	1000M	LowRange	true	10/100/1000Base-T	auto	auto	negotiate
CES Light	Fiber	1000M	LowRange	true	1000Base-SX	N/A	N/A	any
CES Light	Fiber	1000M	LowRange	true	1000Base-LX/LH	N/A	N/A	any

9.1.4 SAP Types – CLS

All SAP Types for CLS are listed here:

Product	Medium	Bandwidth	CPE Model	Physical Access	SAP Type	SAP Speed	SAP Duplex	SAP Negotiation
CLS	any	2M (SDH E1)	N/A	N/A	G.703 120 Ohm	N/A	N/A	N/A
CLS	any	2M Ethernet	N/A	N/A	10/100 Base-T	N/A	N/A	N/A
CLS	any	4M Ethernet	N/A	N/A	10/100 Base-T	N/A	N/A	N/A
CLS	any	6M Ethernet	N/A	N/A	10/100 Base-T	N/A	N/A	N/A
CLS	any	8M Ethernet	N/A	N/A	10/100 Base-T	N/A	N/A	N/A
CLS	any	10M Ethernet	N/A	N/A	10/100 Base-T	N/A	N/A	N/A
CLS	any	34M (SDH E3)	N/A	N/A	G.703 75 Ohm	N/A	N/A	N/A
CLS	any	45M (SDH T3)	N/A	N/A	G.703 75 Ohm	N/A	N/A	N/A
CLS	any	100M Ethernet	N/A	N/A	10/100 Base-T	N/A	N/A	N/A
CLS	any	155M (SDH STM-1)	N/A	N/A	G.703 75 Ohm	N/A	N/A	N/A
CLS	any	155M (SDH STM-1)	N/A	N/A	SMF 1310nm	N/A	N/A	N/A
CLS	any	155M (SDH STM-1)	N/A	N/A	SMF 1550nm	N/A	N/A	N/A
CLS	any	622M (SDH STM-4)	N/A	N/A	SMF 1310nm	N/A	N/A	N/A
CLS	any	622M (SDH STM-4)	N/A	N/A	SMF 1550nm	N/A	N/A	N/A

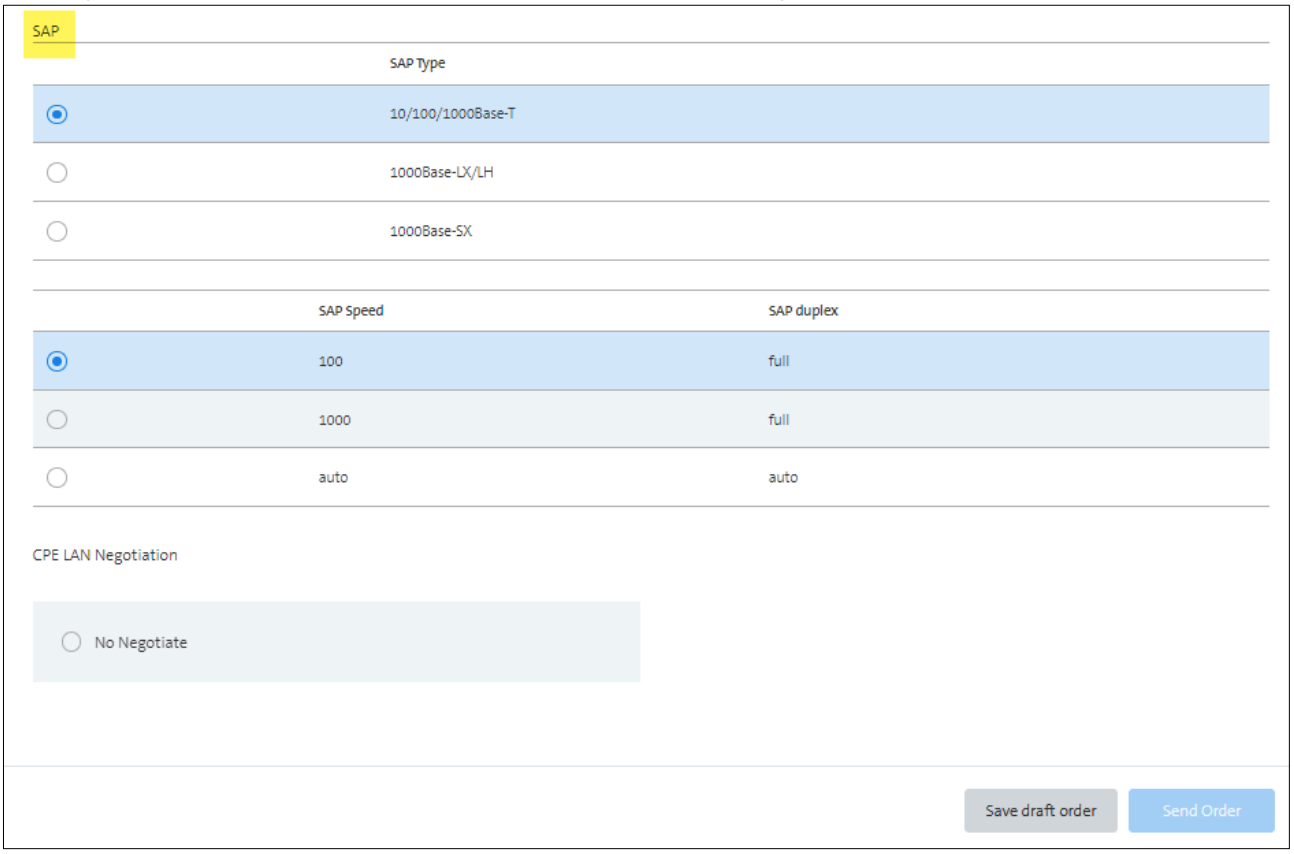
CLS	any	1G Ethernet	N/A	N/A	1000Base-T	N/A	N/A	N/A
CLS	any	1G Ethernet	N/A	N/A	1000Base-SX	N/A	N/A	N/A
CLS	any	1G Ethernet	N/A	N/A	1000Base-LX	N/A	N/A	N/A
CLS	any	1G Ethernet	N/A	N/A	1000Base-ZX	N/A	N/A	N/A
CLS	any	1G Ethernet	N/A	N/A	1000Base-BX	N/A	N/A	N/A
CLS	any	FC100 / FICON 1G	N/A	N/A	FC100 / MMF 850nm	N/A	N/A	N/A
CLS	any	FC100 / FICON 1G	N/A	N/A	FC100 / SMF 1310nm	N/A	N/A	N/A
CLS	any	FC100 / FICON 1G	N/A	N/A	FC100 / SMF 1550nm	N/A	N/A	N/A
CLS	any	FC200 / FICON 2G	N/A	N/A	FC200 / MMF 850nm	N/A	N/A	N/A
CLS	any	FC200 / FICON 2G	N/A	N/A	FC200 / SMF 1310nm	N/A	N/A	N/A
CLS	any	FC200 / FICON 2G	N/A	N/A	FC200 / SMF 1550nm	N/A	N/A	N/A
CLS	any	STM-16/STM-16c	N/A	N/A	SMF 1310nm	N/A	N/A	N/A
CLS	any	STM-16/STM-16c	N/A	N/A	SMF 1550nm	N/A	N/A	N/A
CLS	any	FC400	N/A	N/A	FC400 / MMF 850nm	N/A	N/A	N/A
CLS	any	FC400	N/A	N/A	FC400 / SMF 1310nm	N/A	N/A	N/A
CLS	any	FC800	N/A	N/A	FC800 / MMF 850nm	N/A	N/A	N/A
CLS	any	FC800	N/A	N/A	FC800 / SMF 1310nm	N/A	N/A	N/A
CLS	any	STM-64/STM-64c /10GE WAN	N/A	N/A	10G WAN / MMF 850nm	N/A	N/A	N/A
CLS	any	STM-64/STM-64c /10GE WAN	N/A	N/A	10G WAN / SMF 1310nm	N/A	N/A	N/A
CLS	any	STM-64/STM-64c /10GE WAN	N/A	N/A	10G WAN / SMF 1550nm	N/A	N/A	N/A
CLS	any	10G Ethernet	N/A	N/A	10GBase-SR	N/A	N/A	N/A
CLS	any	10G Ethernet	N/A	N/A	10GBase-LR	N/A	N/A	N/A
CLS	any	10G Ethernet	N/A	N/A	10GBase-ER	N/A	N/A	N/A
CLS	any	FC1200	N/A	N/A	FC1200 / MMF 850nm	N/A	N/A	N/A
CLS	any	FC1200	N/A	N/A	FC1200 / SMF 1310nm	N/A	N/A	N/A
CLS	any	FC1600	N/A	N/A	FC1600 / MMF 850nm	N/A	N/A	N/A
CLS	any	40G Ethernet	N/A	N/A	40GBase-SR4	N/A	N/A	N/A

CLS	any	40G Ethernet	N/A	N/A	40GBase-LR4	N/A	N/A	N/A
CLS	any	100G Ethernet	N/A	N/A	100GBase-LR4	N/A	N/A	N/A

9.1.5 User Journey im Wholesale Portal

To give you an idea of what the new user journey in the Wholesale Portal looks like, we will show you an example of a CES High End order (100 M with physical access).

The SAP Types 10/100/1000Base-T, 1000Base-LX/LH and 10000Base-SX are provided in the order menu, whereby SAP Speed and SAP Duplex are also requested for the SAP Type 10/100/1000Base-T:



Example: CES High End Order with 100M and physical access

9.2 Generic CES Price Request and Offer

Important: the following function is not automatically activated on 20.07.2022. The activation requires a manual activation, customer by customer. As soon as this function is activated on your customer profile, we will inform you.

This change only affects customers using the Wholesale Portal GUI (customers using the B2B interface are not affected).

9.2.1 What is it all about?

You no longer need to worry about whether you want a CES EVPL, EPL, Access EPL, Access EP LAN, EP LAN, EVP LAN in the price inquiry or quotation, especially since it makes no difference in terms of price.

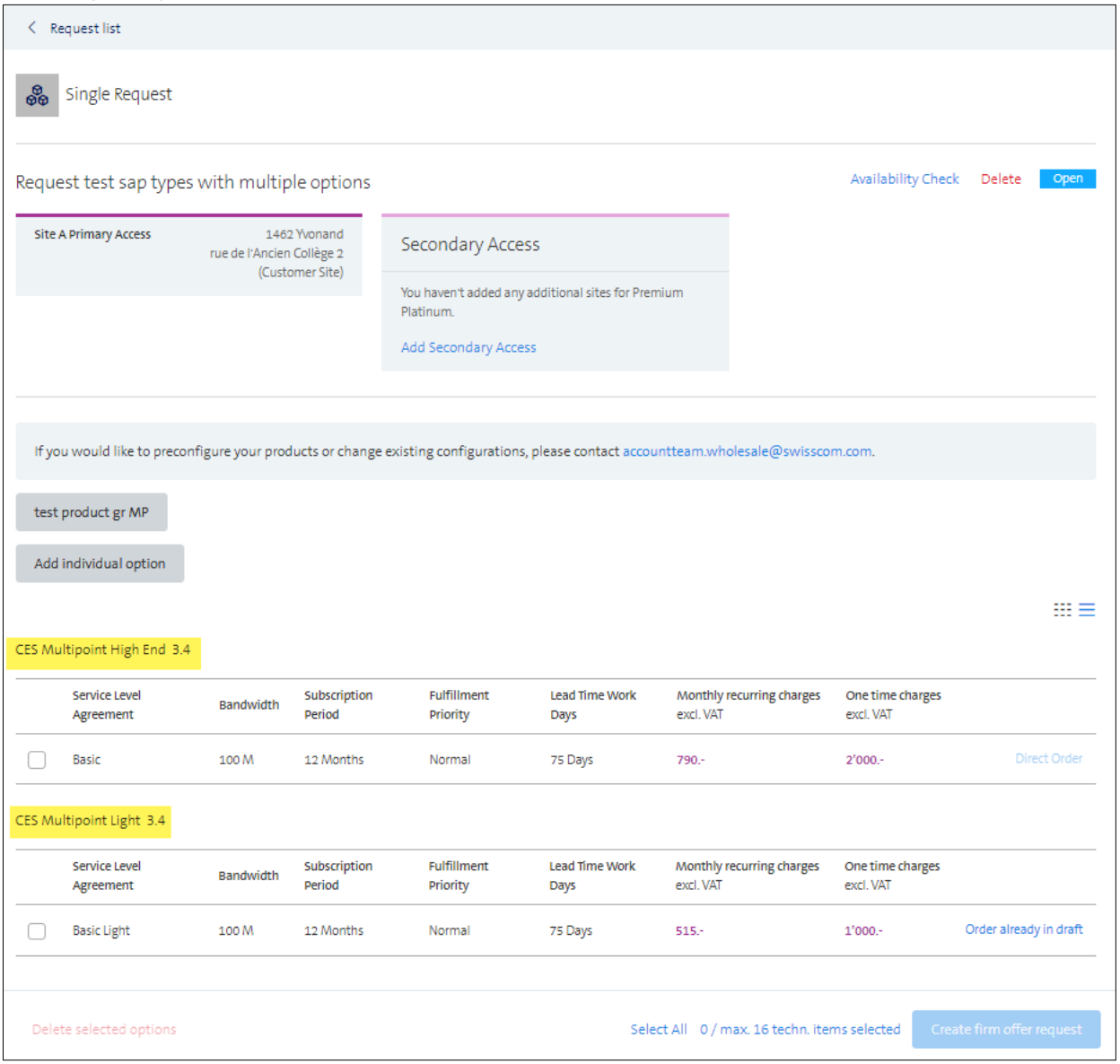
From now on you can choose between the following Product Offerings

- CES Multipoint High End
- CES Multipoint Light
- CES Point-to-Point High End
- CES Point-to-Point Light
- CES Point-to-Point High End FMG
- CES Point-to-Point Light FMG

However, in the CES order, this service specific information is requested to ensure a correct service provision.

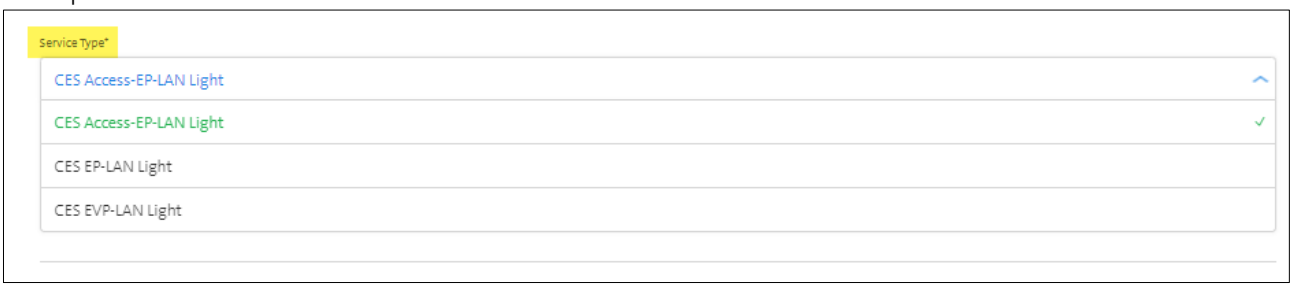
9.2.2 User Journey im Wholesale Portal

The user journey of a CES order in the Wholesale Portal therefore now looks like this:



Example: Price request of a CES Multipoint with 2 stored options (High End and Light)

After checking the price, you can request an offer as usual or proceed a so called "direct order" as of today. Regardless of which way you choose, a dropdown is provided in the order menu where you have to decide on a compatible value:



Example: Dropdown of a CES Multipoint Light order

9.3 Click reduction Price Request

In order to improve the customer experience on the Wholesale Portal, we have reduced the number of clicks in the price request. You now only run through the availability check at the beginning. If you then add one or more options, the availability check is only executed in the background.

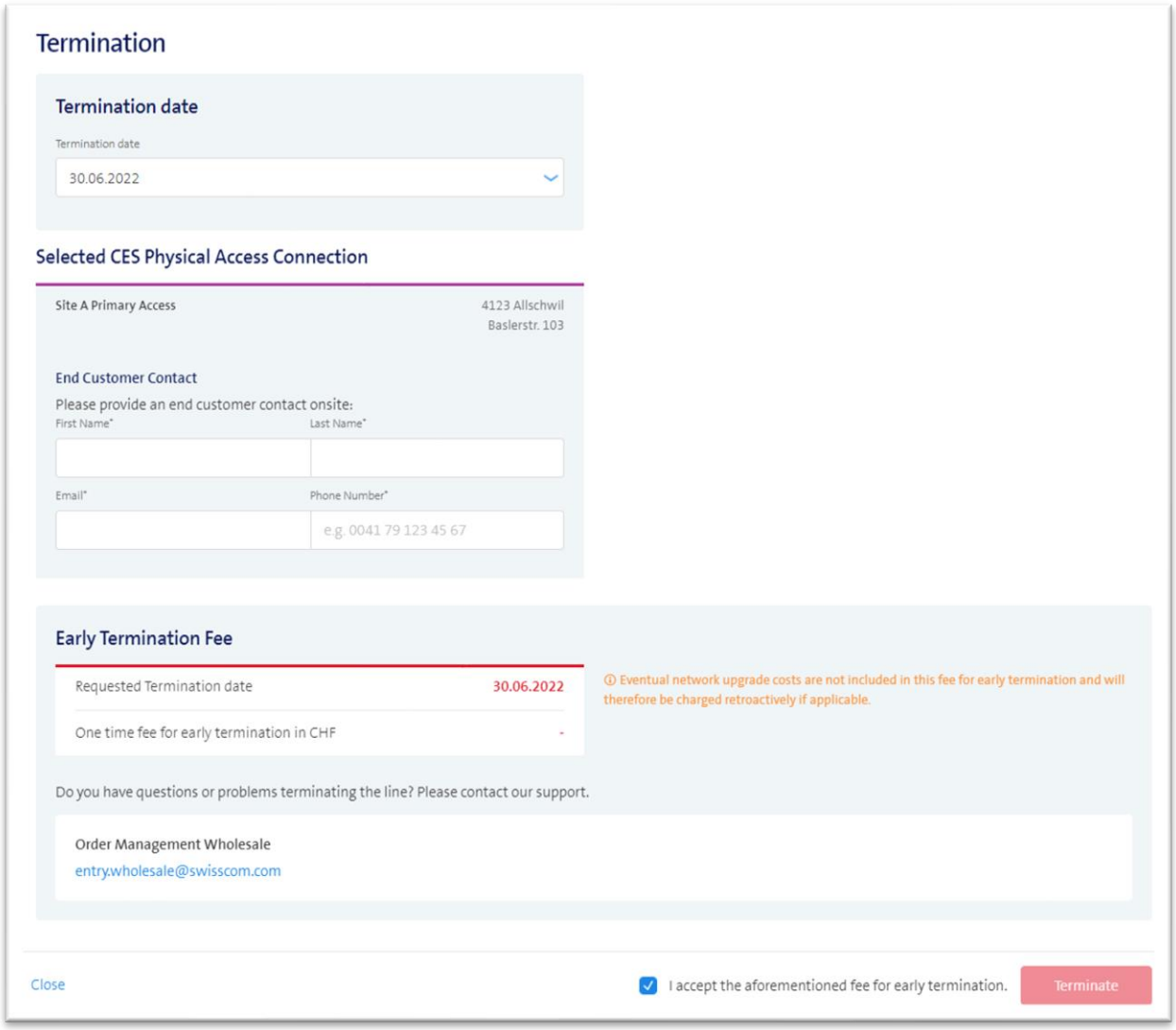
This allows you to focus fully on the configuration and the subsequent steps in the Wholesale Portal.

10 Release 3.2.0.84 (available from 23.05.2022)

The May Release 22 is dedicated to various small improvements – some you have reported to us. Thank you very much. We keep on introducing even more enhancements in the next releases.

10.1 End customer contact information for termination orders

For CLS or CES Physical Access terminations, end customer information will be requested to ensure clean order processing:

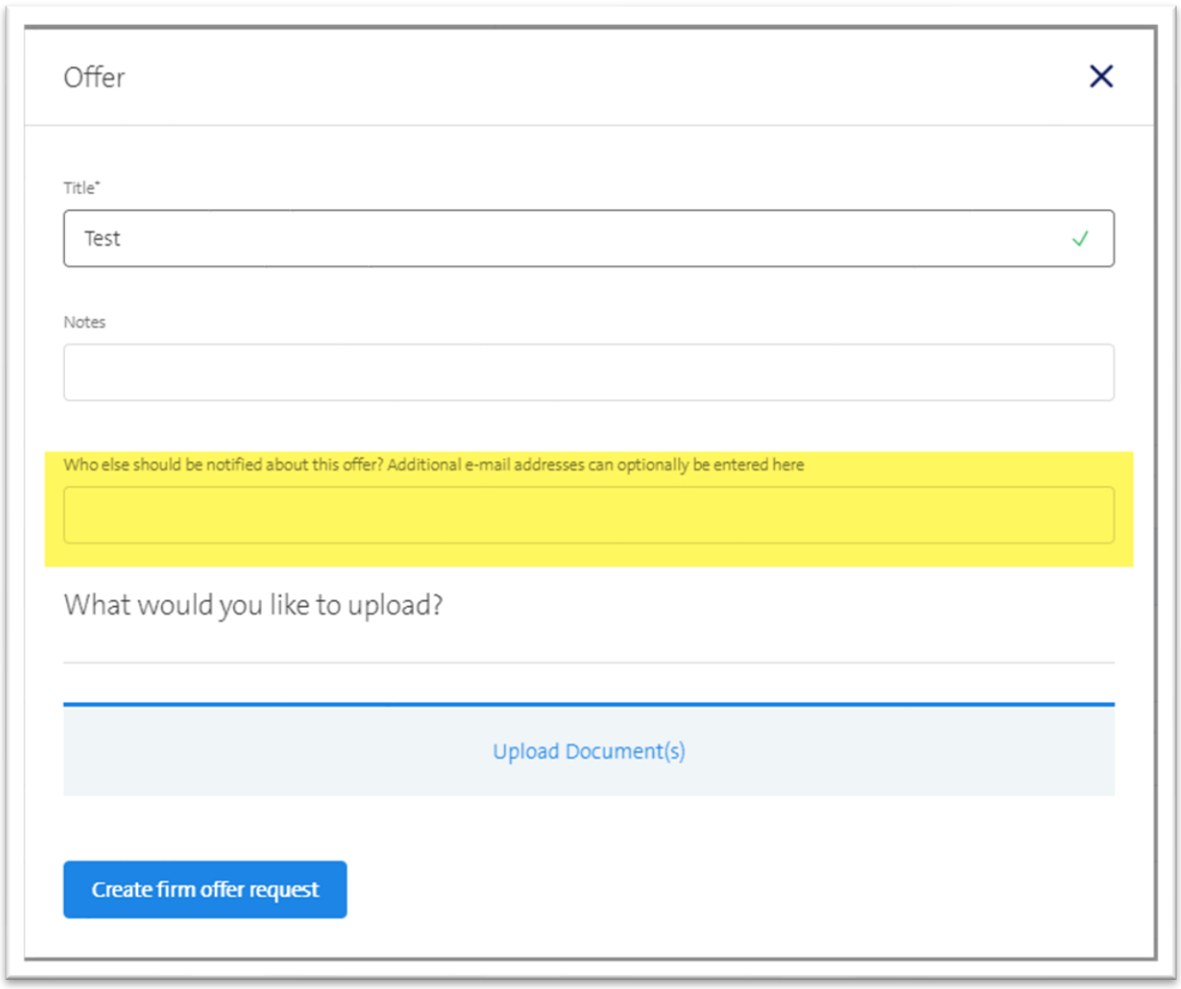


10.2 Multiple email addresses

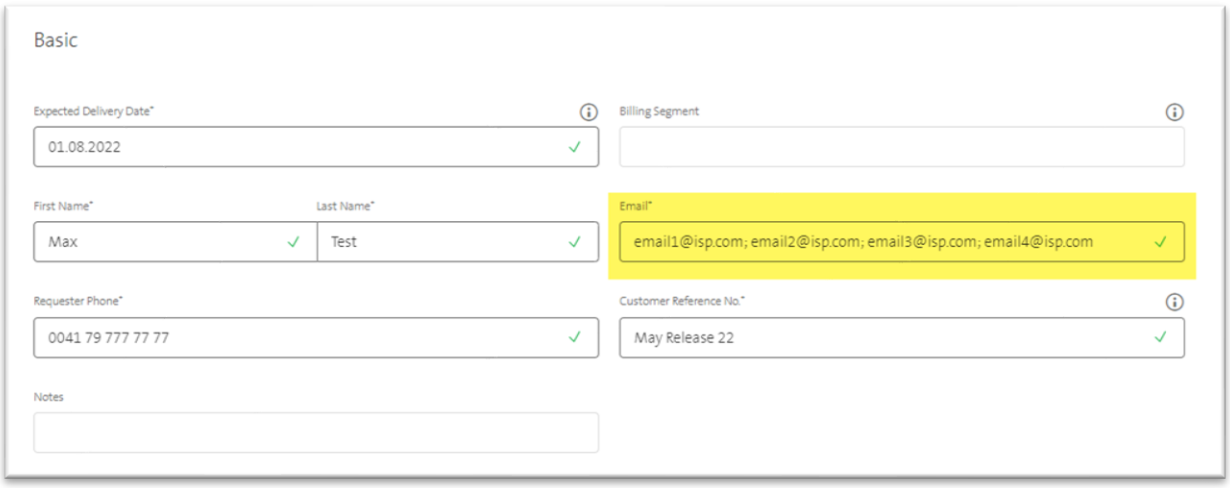
From now on, you can enter multiple email addresses (max. 500 characters) for new orders, offer requests and incident reports. The separation between the email addresses is easily done using **;**

The entered email addresses will be notified - like the order requester himself - in case of status changes and other updates.

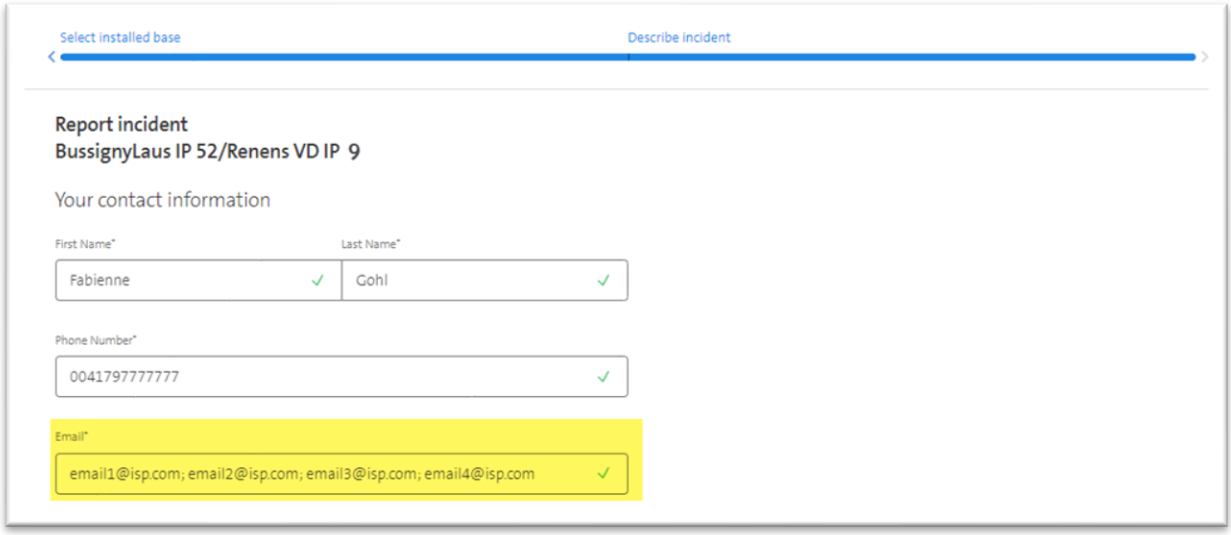
Example "Offer Request":



Example "New Order"

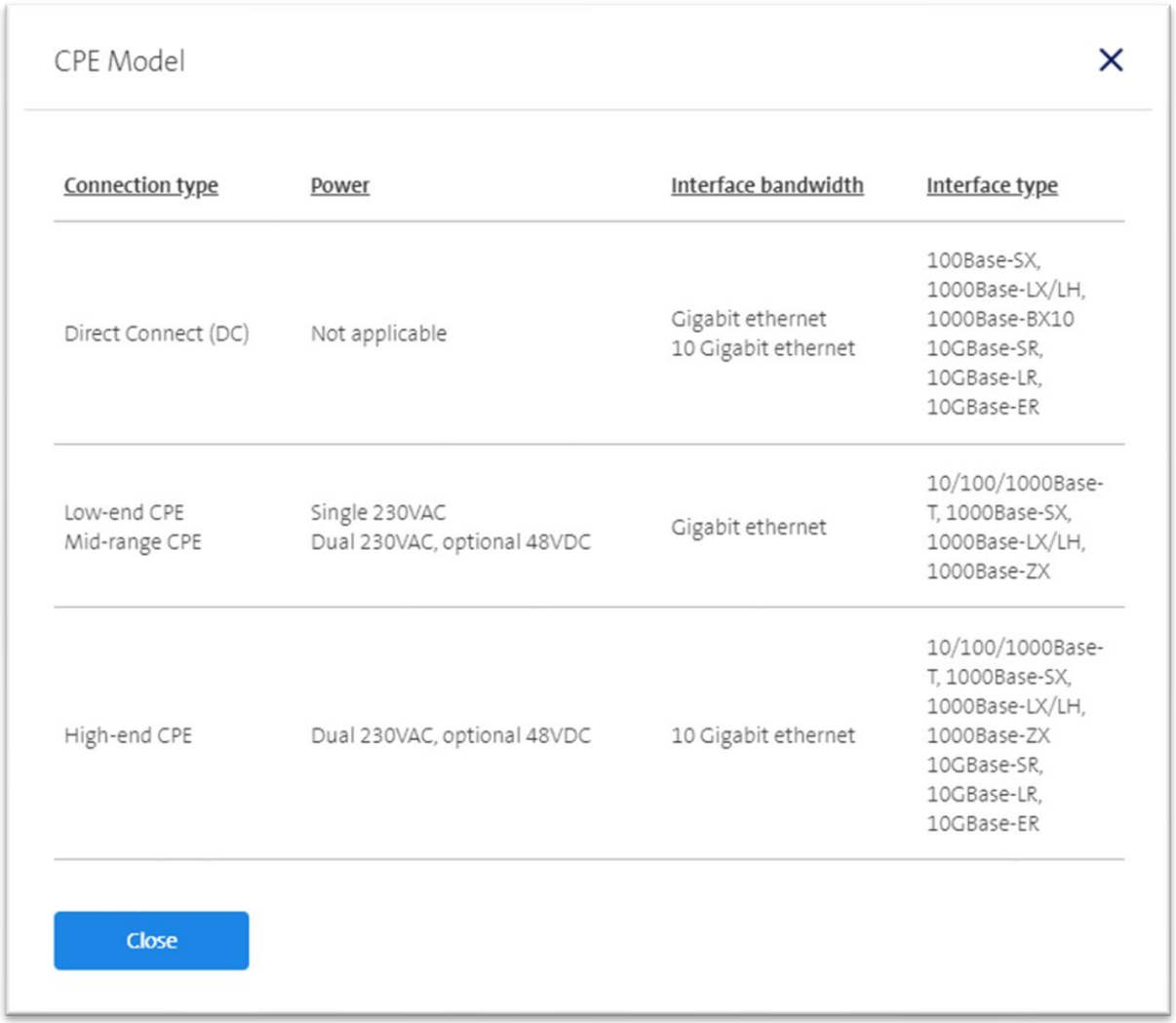


Example "Report Incident"



10.3 CPE Model Modal

We have better described the CPE models to better assist you in the selection process:



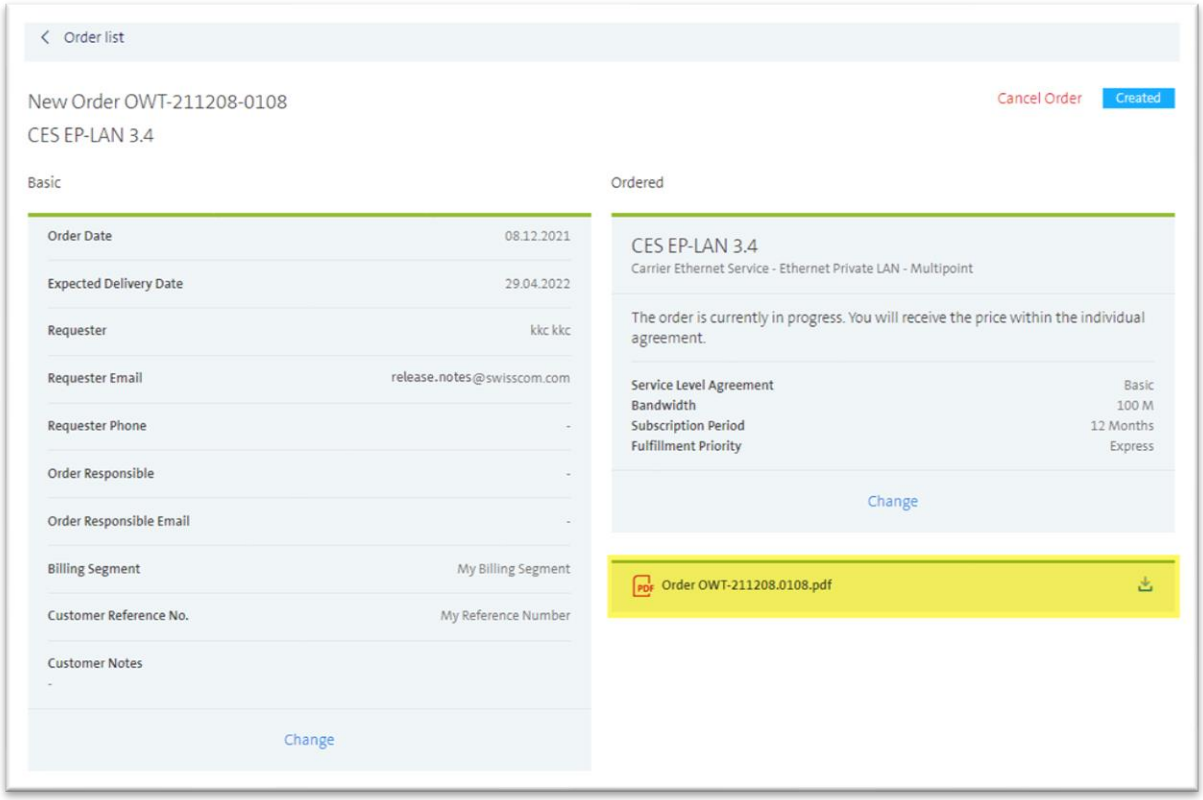
CPE Model

Connection type	Power	Interface bandwidth	Interface type
Direct Connect (DC)	Not applicable	Gigabit ethernet 10 Gigabit ethernet	100Base-SX, 1000Base-LX/LH, 1000Base-BX10 10GBase-SR, 10GBase-LR, 10GBase-ER
Low-end CPE Mid-range CPE	Single 230VAC Dual 230VAC, optional 48VDC	Gigabit ethernet	10/100/1000Base-T, 1000Base-SX, 1000Base-LX/LH, 1000Base-ZX
High-end CPE	Dual 230VAC, optional 48VDC	10 Gigabit ethernet	10/100/1000Base-T, 1000Base-SX, 1000Base-LX/LH, 1000Base-ZX 10GBase-SR, 10GBase-LR, 10GBase-ER

Close

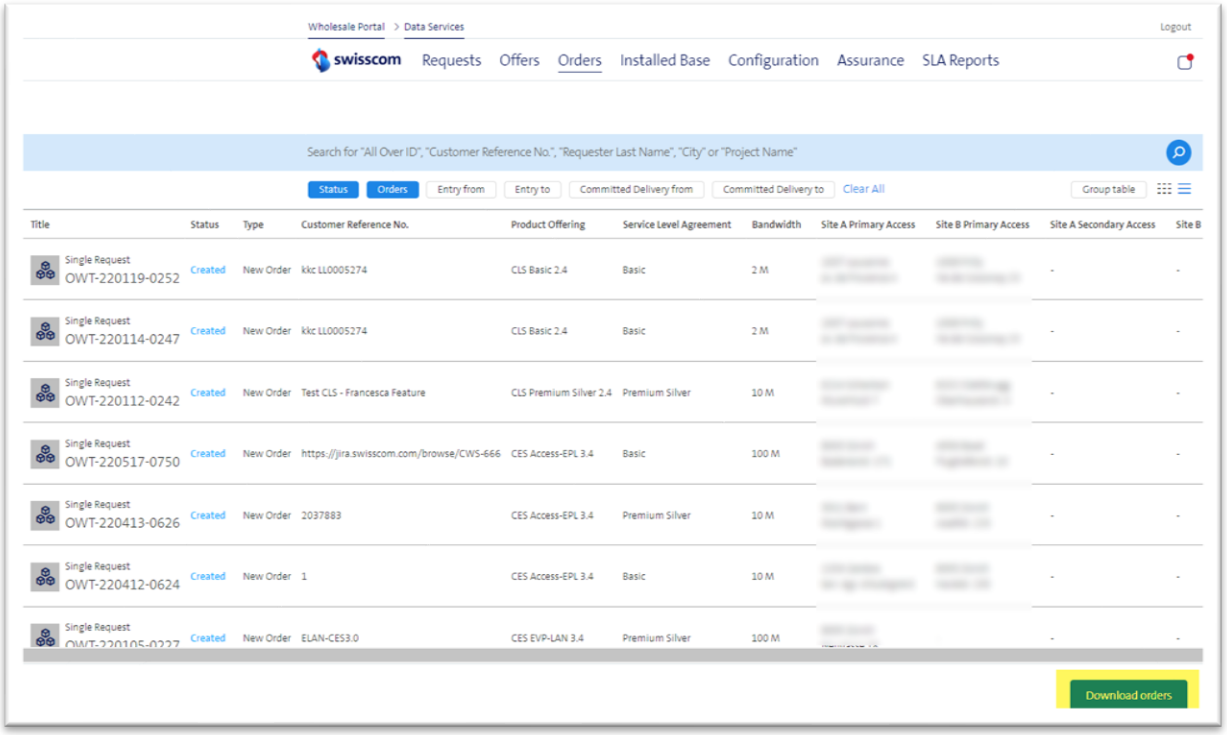
10.4 Download order as pdf

You know the offer download as pdf? We now also provide this function for orders, modifications and terminations.



10.5 Download offer and order list as csv

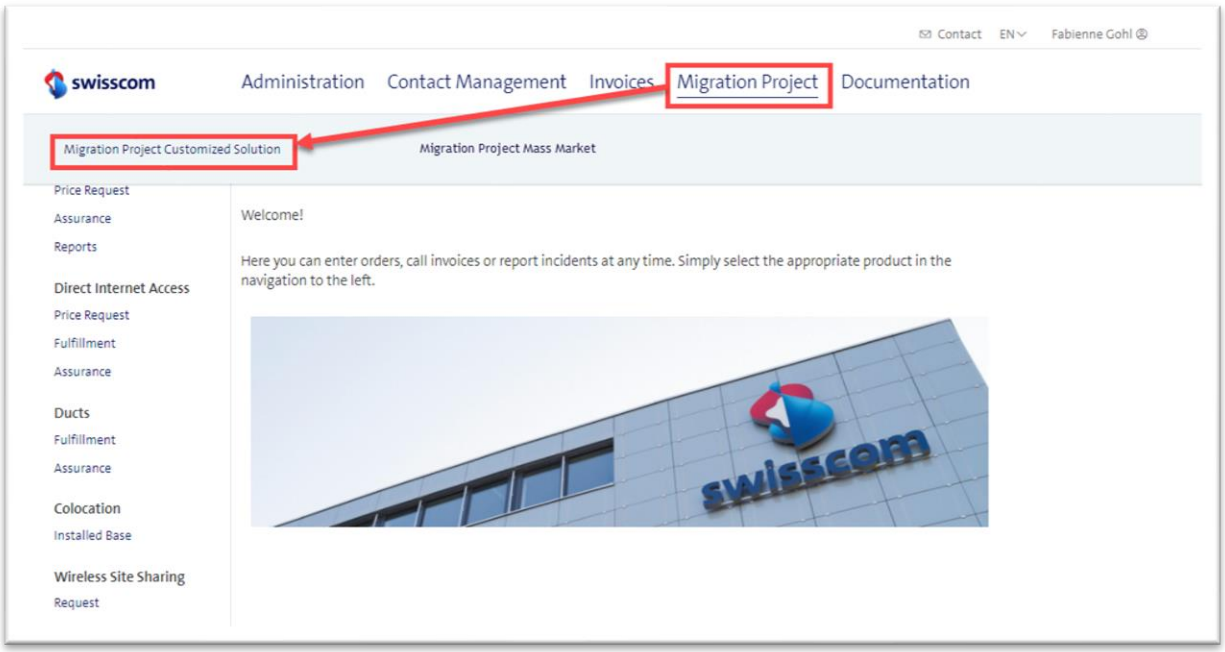
You know the csv download function of the Installed Base? Now you can download the offer list and order list as csv as well.



11 Release 3.2.0.82 (available from 20.04.2022)

11.1 Migration Project Customized Solution

In this new app "Migration Project Customized Solution" we show all planned maintenance works that are open, closed or cancelled.



Example: entry page "Migration Project Customized Solution"

If you also have BBCS, TAL and/or ALO permissions, you will also see the entry link to "Migration Project Mass Market" which leads to https://wholesale.swisscom.com/wsg/prod/infosrv/migration/proj-defs.do.

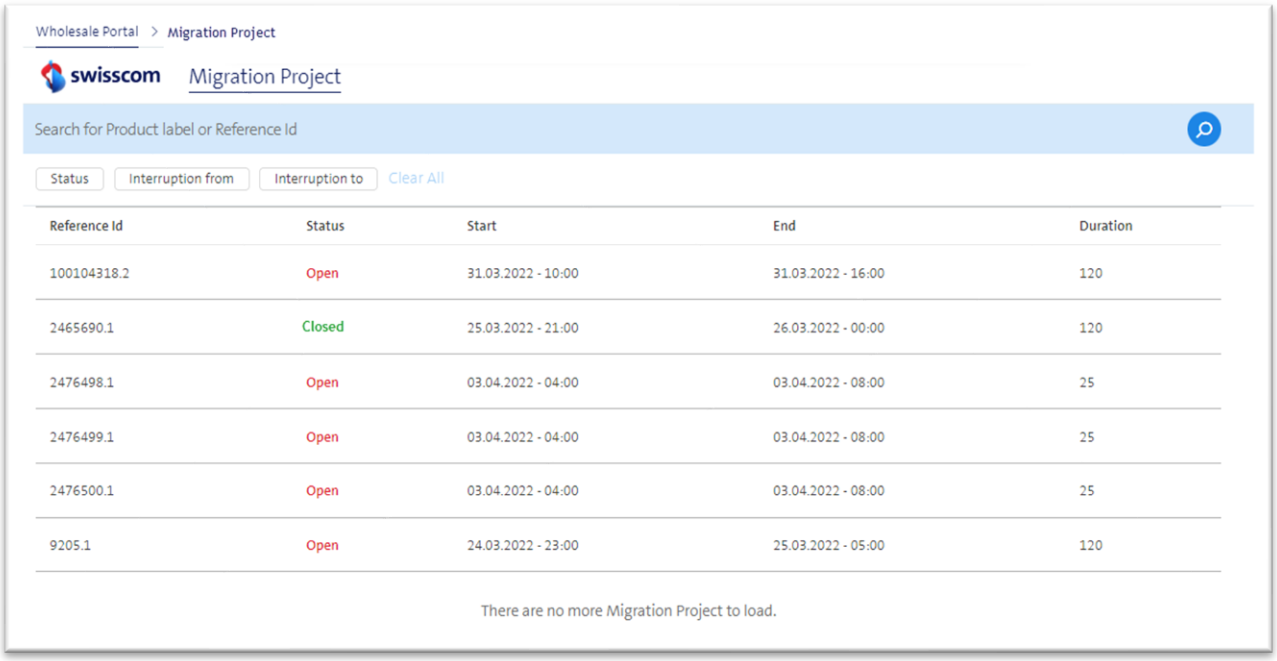
11.2 Scope

Please note that currently only planned maintenances are displayed for the CES Multipoint, CES Point-to-Point and CLS services.

The display of the maintenance work for CES Light and DIA will be delivered in a later release.

11.3 Migration Project overview

Landing page is the list of all planned mainentance works in state open, closed or cancelled:



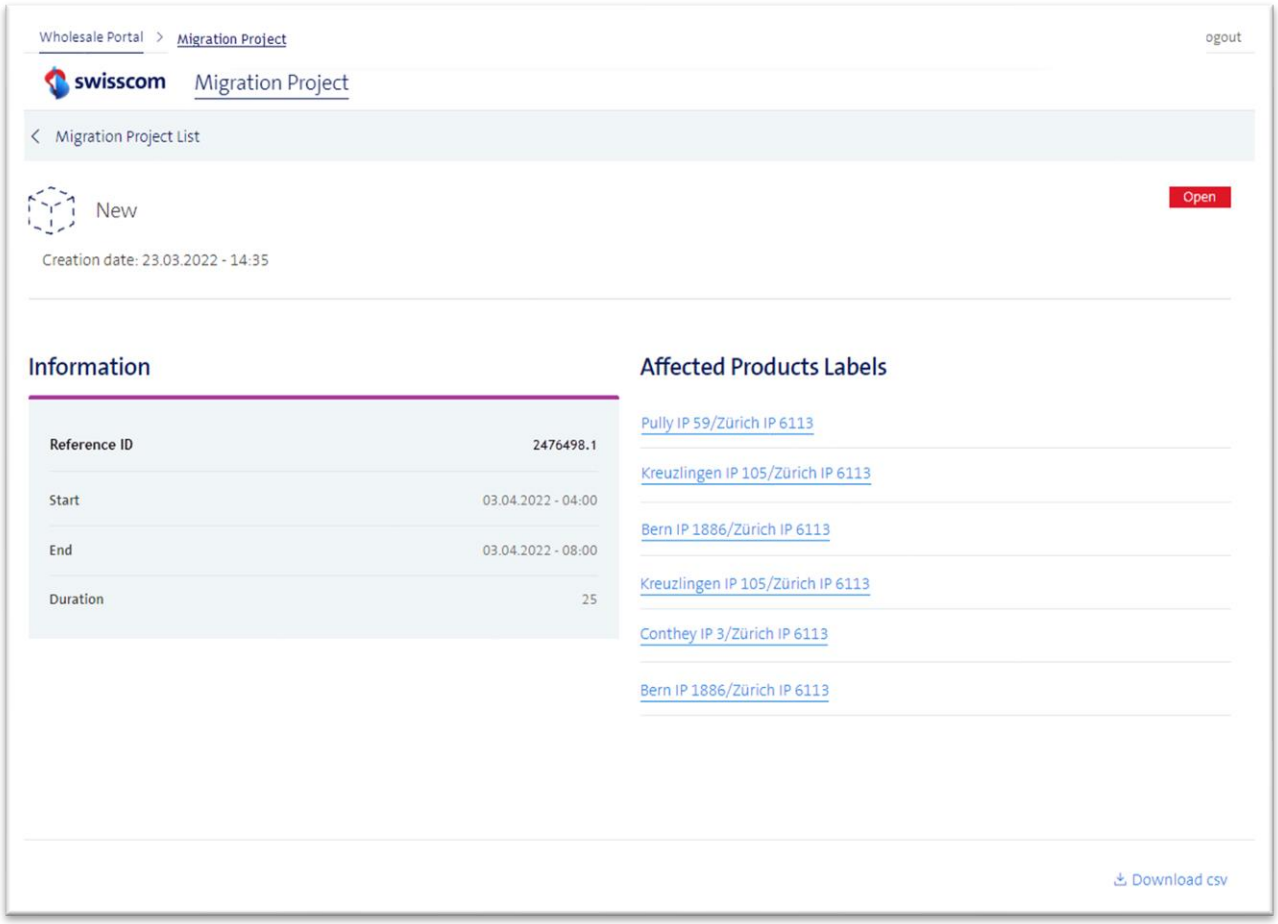
Example: Migration Project list view

Following search options are provided:

- Search bar with criteria Reference ID or Product Label
- Filter with status open, closed, cancelled
- Filter with interruption date from – to
- Each list attribute is sortable

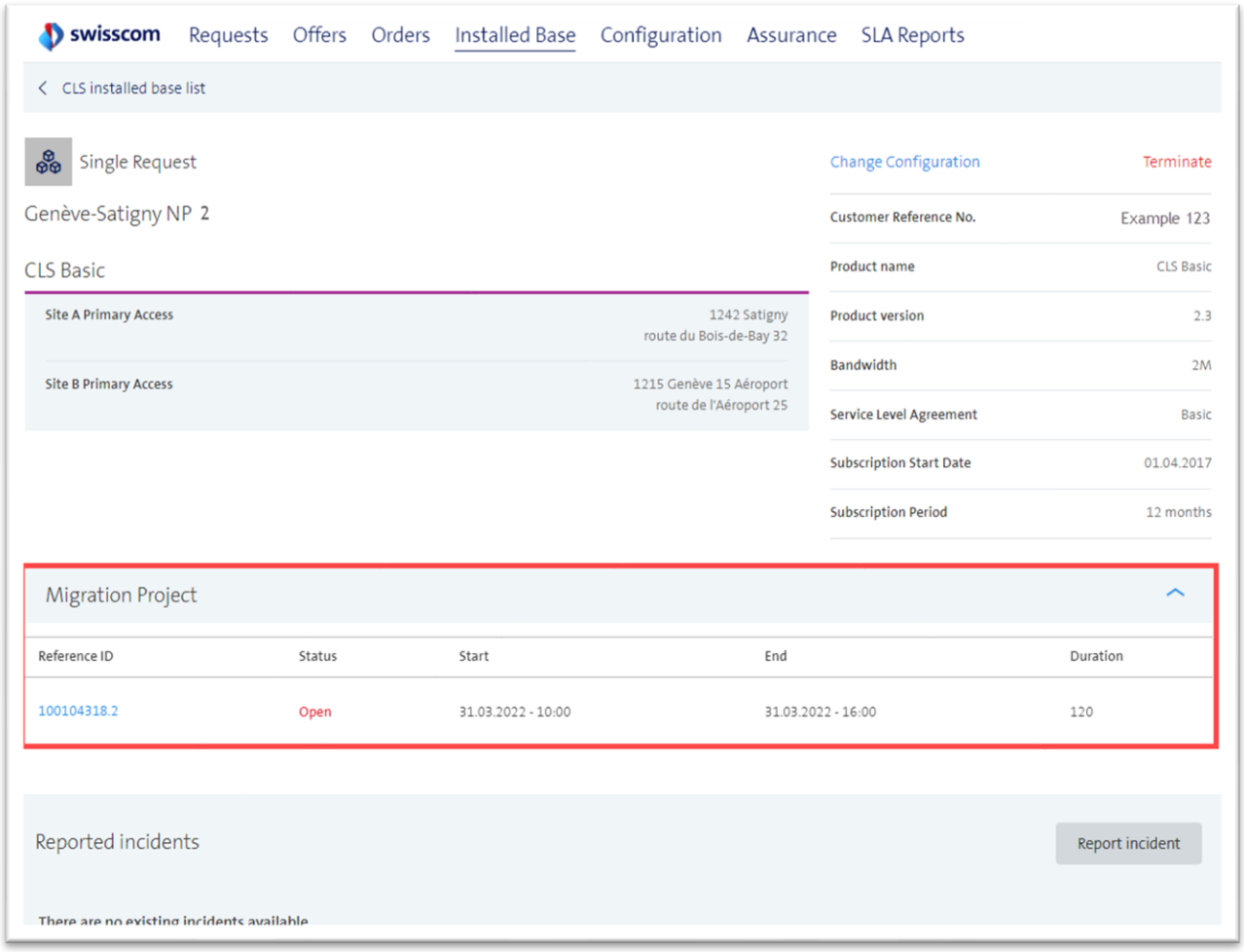
11.4 Migration Project detail

Click on an entry in the list and get detailed information about the respective maintenance work:



Example: Migration Project detail view

See each service listed here is linked. Therefore, this will take you from the Migration Project detail page to the Installed Base detail page to get more information about the affected service.



Example: Installed Base detail view with one open Migration Project

If the Migration Project is in progress, the button "Report incident" is temporarily disabled. As soon as the maintenance work is finished (according to time "End") the report incident button is automatically enabled.

12 Release 3.2.0.79 (available from 26.01.2022)

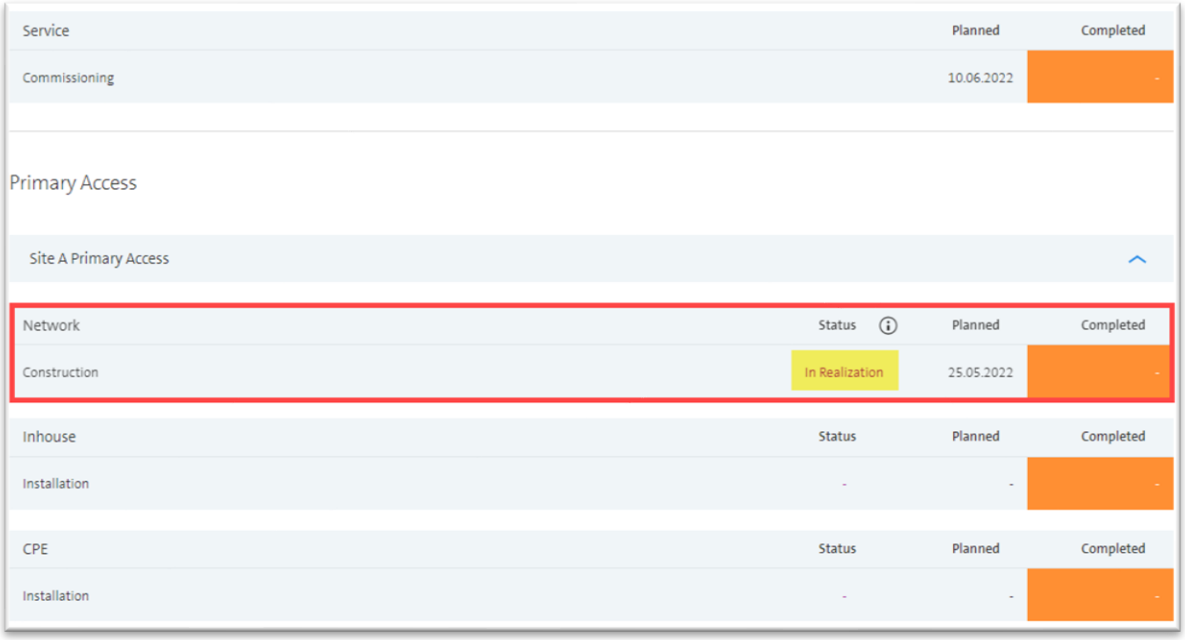
12.1 Network construction informations

Your CES or CLS order initiates a network construction at Swisscom and you need information about this construction project - this is exactly what we are addressing in Release 3.2.0.XX: transparent presentation of the various milestones, consideration of any schedule delays, supporting the construction progress with a status and proactive email notification of newly published information in the Wholesale Portal.

12.1.1 Status

In order to better display the progress of a network construction, 4 new statuses are introduced in the "Network Construction" area (not to be mistaken with the status of the current CES/CLS order!):

- Ordered
- In Design
- In Realization
- Closed

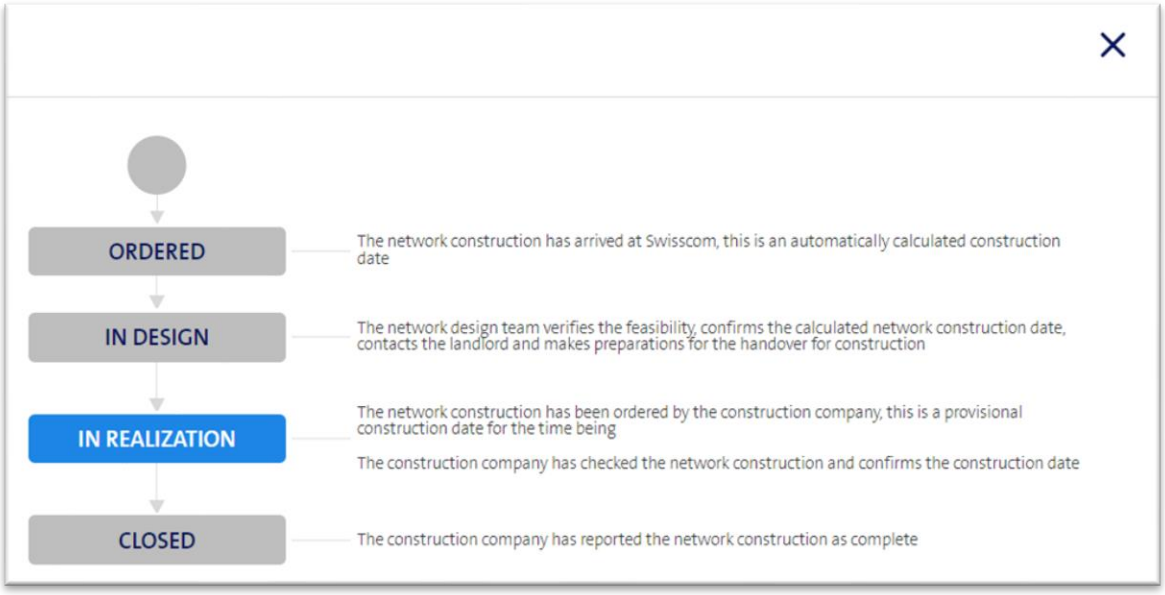


Example: status "In Realization"

Each status contains different milestones:

- Ordered: the network construction has arrived at Swisscom, this is an automatically calculated construction date.
- In Design: the network design team verifies the feasibility, confirms the calculated network construction date, contacts the landlord and makes preparations for the handover for construction
- In Realization: the network construction has been ordered by the construction company, this is a provisional construction date for the time being. The construction company has checked the network construction and confirms the construction date.
- Closed: the construction company has reported the network construction as complete

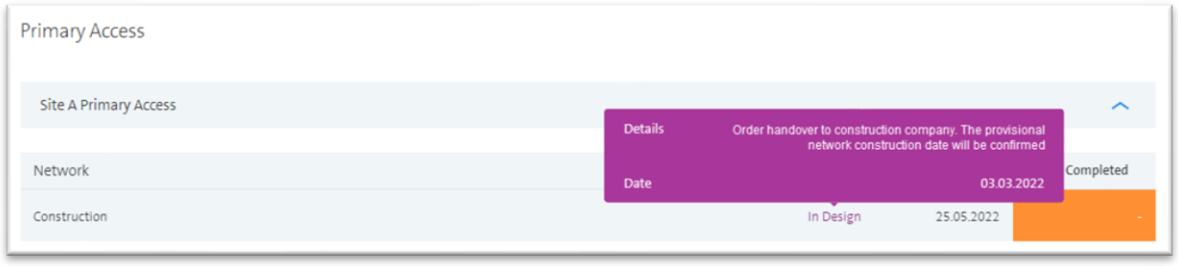
You can call up this information at any time via the i-button. There you can also see where in the process the network construction is currently located:



Example: modal network construction in state "In Realization"

12.1.2 Milestones

Each milestone contains different information about the network construction, which you can call up in the hover (purple speech bubble) via cursor if required:



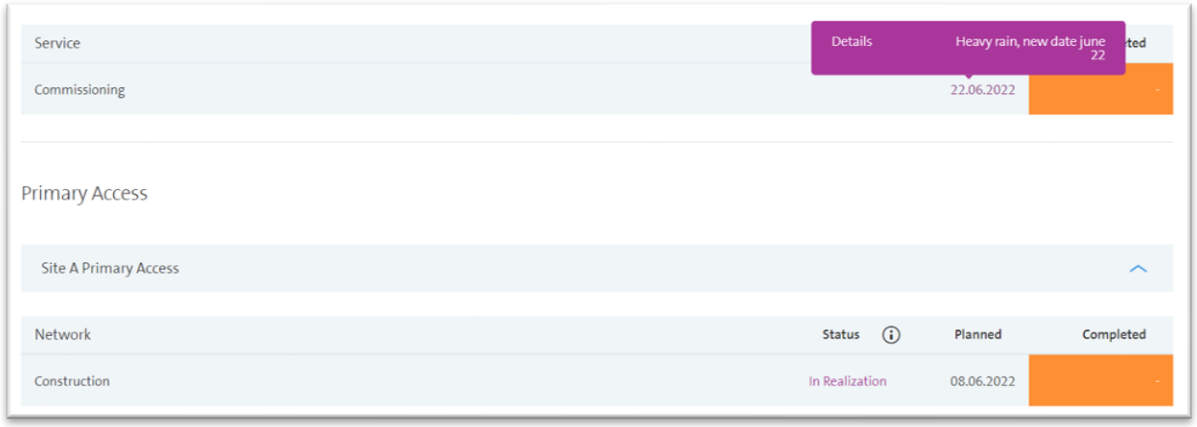
Example: "order handover to construction company. The provisional network construction date will be confirmed"

In this hover we make statements like:

- Which granularity level the planned network construction date has in each status
- When the construction company will classify the network construction date as provisional, respectively realistic
- Which task in the construction process has just been carried out

12.1.3 Postponement

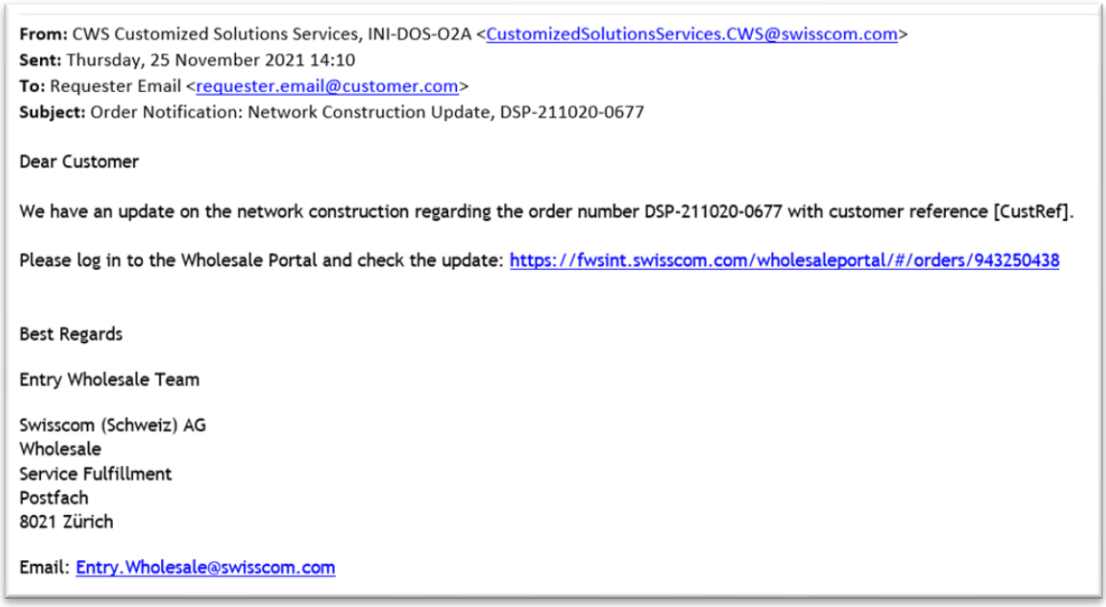
If a postponement of the network construction affects the service commissioning date, we will list it there and support it with a hover function, which you can optionally call up to get more information about it:



Example: postponement "Heavy rain, new date June 22"

12.1.4 Email notification

Each event published in the Wholesale Portal automatically generates an email notification to the email address you provided in the order. This email contains as usual a link directly to the respective CES/CLS order where you can get the latest information:



From: CWS Customized Solutions Services, INI-DOS-O2A <CustomizedSolutionsServices.CWS@swisscom.com>
Sent: Thursday, 25 November 2021 14:10
To: Requester Email <requester.email@customer.com>
Subject: Order Notification: Network Construction Update, DSP-211020-0677

Dear Customer

We have an update on the network construction regarding the order number DSP-211020-0677 with customer reference [CustRef].

Please log in to the Wholesale Portal and check the update: https://fwsint.swisscom.com/wholesaleportal/#/orders/943250438

Best Regards

Entry Wholesale Team

Swisscom (Schweiz) AG
Wholesale
Service Fulfillment
Postfach
8021 Zürich

Email: Entry.Wholesale@swisscom.com

Example: new network construction update available in the Wholesale Portal

12.2 Availability on GUI

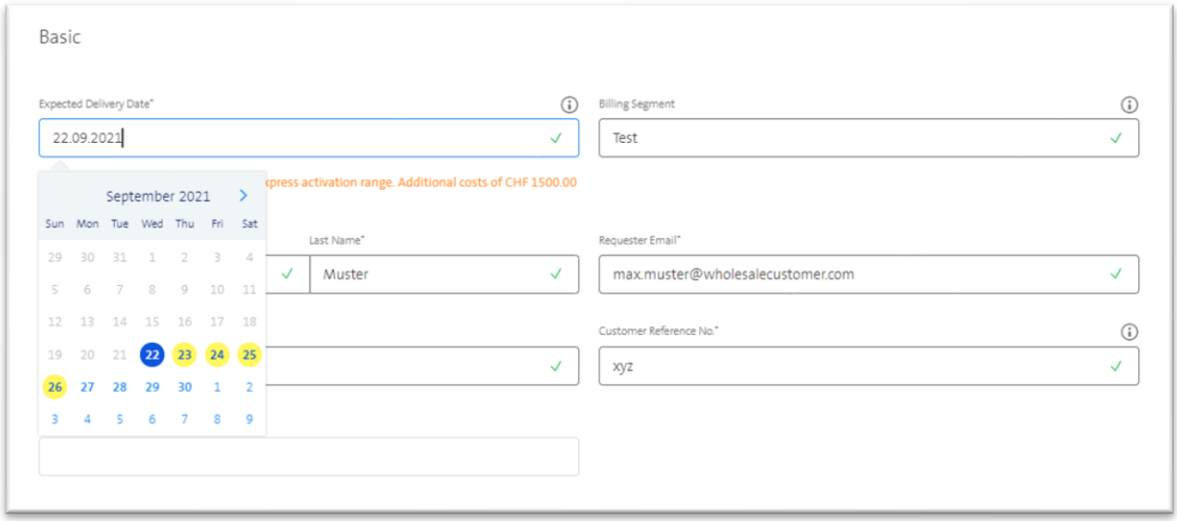
This feature will be provided exclusively to GUI customers until the March release on 23 March 2022. For the time being, B2B customers will only be notified and the WSDL will be handed over via the Account Management Team as of March Release 22.

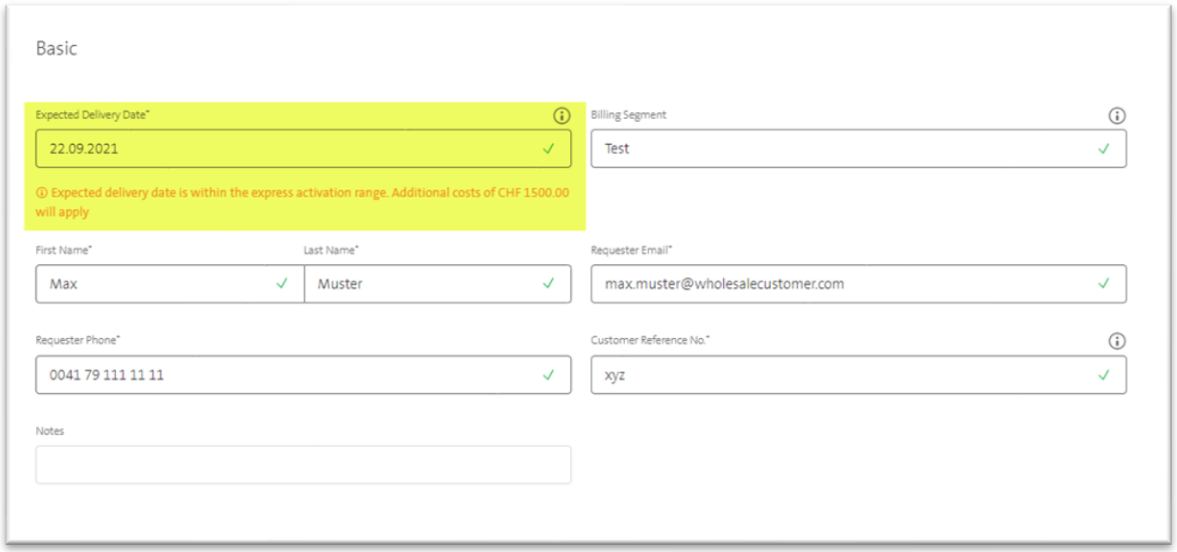
13 Release 3.2.0.76 (available from 22nd September 2021)

13.1 Improvement of Express Activation

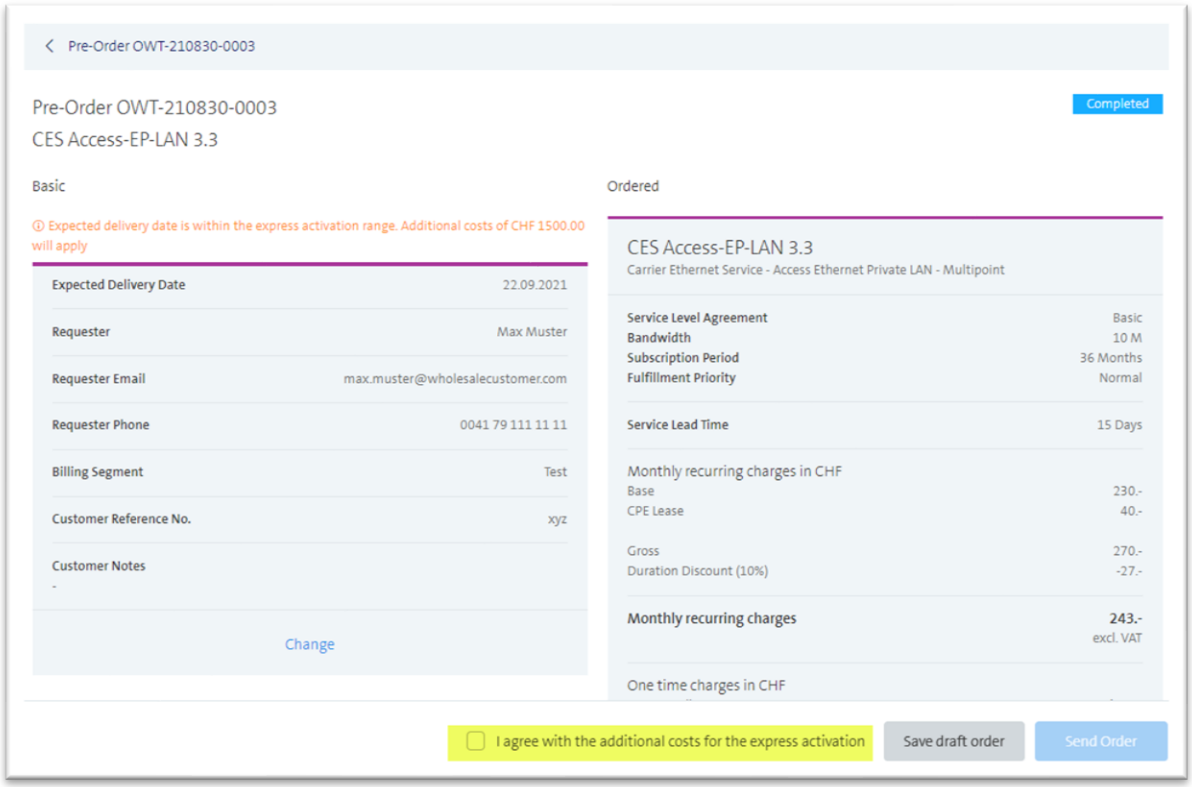
13.1.1 Create New Order

If your order has no network upgrade, includes a physical access and a bandwidth between 2 MB and 1 GB, then you can see in the date picker which delivery date triggers express costs and which does not.





If you select a delivery date within the express range, we also ask you to confirm this cost by flag when submitting your order.

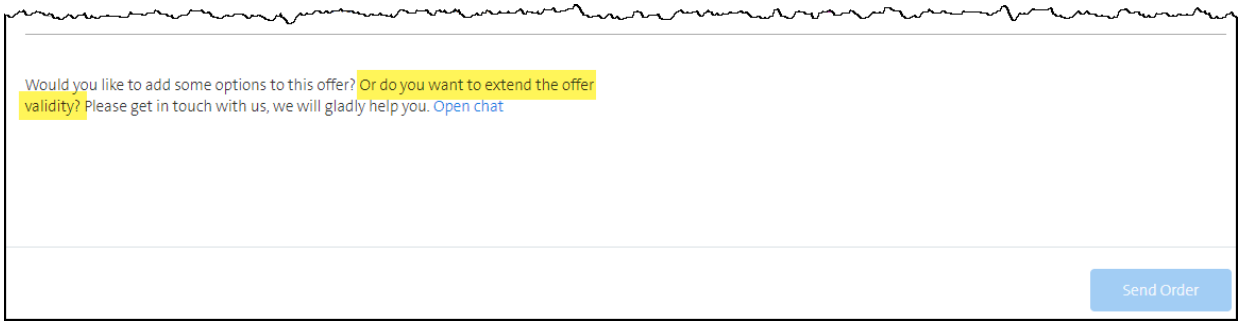


14 Release 3.2.0.71 (available from 16th June 2021)

14.1 Improvement of the Offer Expiry Handling

14.1.1 Extend the validity of the offer

Do you need more time and you want to extend the validity of the offer? No problem, chat with us:



14.1.2 Notification

we will inform you via email when:

- the validity of the offer expires in 2 weeks
- the offer has reached the expiration date

Important: If a draft order already exists (from the offer), the draft order is also automatically extended when the validity of the offer is extended. However, this also means that if the offer has expired, the draft order is automatically deleted and cannot be reopened.

14.2 Modification of the Installed Base

14.2.1 Modifiable configurations

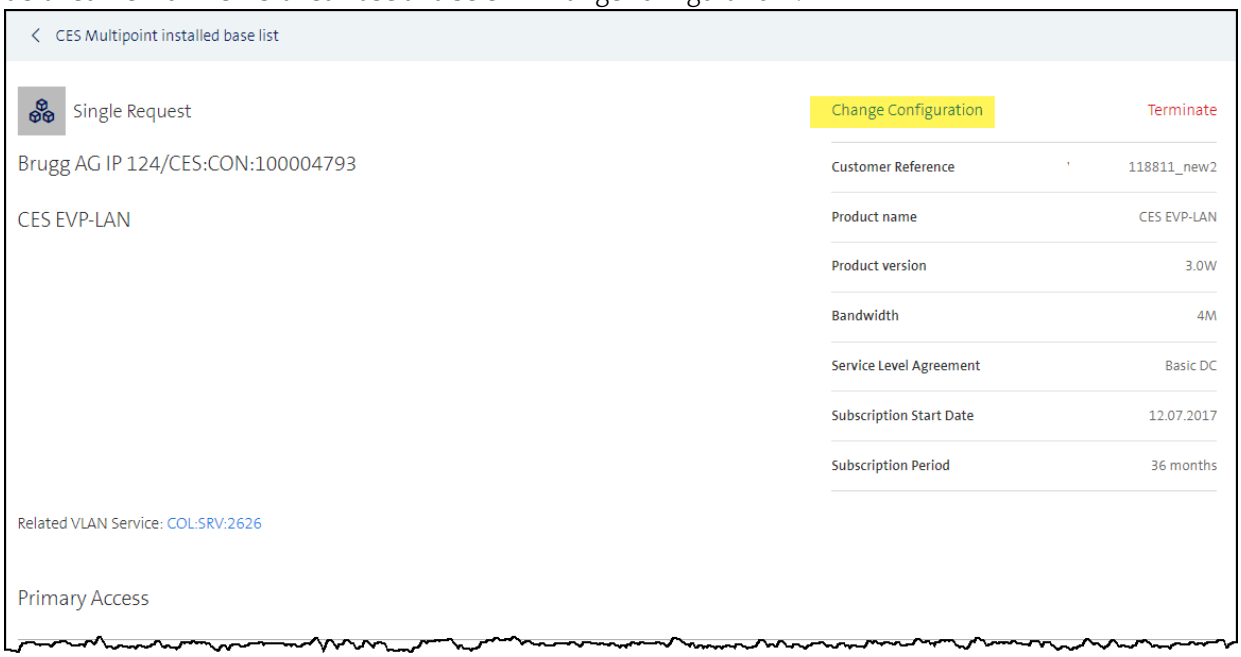
You can now modify the following configurations via Wholesale Portal:

- Customer Reference
- Subscription Period
- Service Level Agreement
- Bandwidth

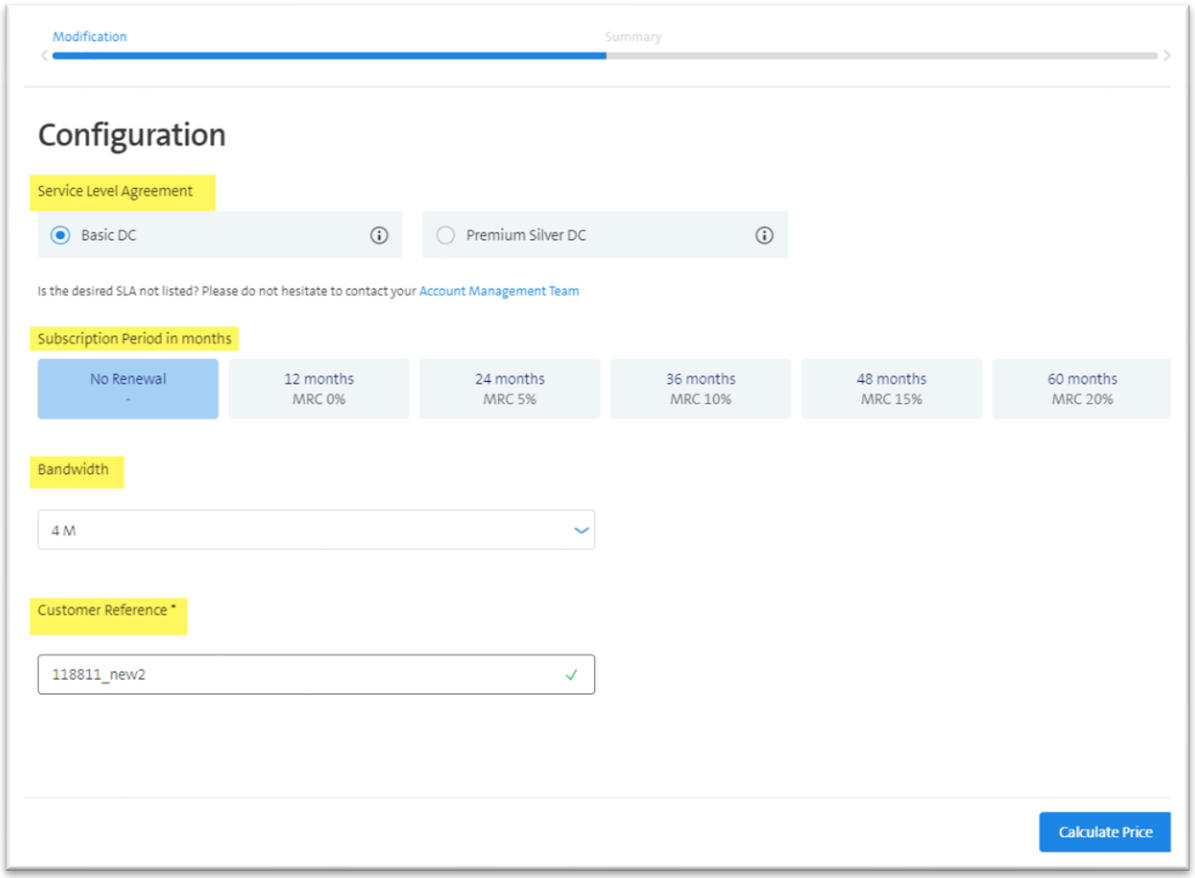
This applies to CES Point-to-Point, CES Multipoint and CLS.

14.2.2 User Journey in the Wholesale Portal

Do you want to upgrade or downgrade the service and/or change the customer reference? Please go to the detailed view of the Installed Base and select "Change configuration":

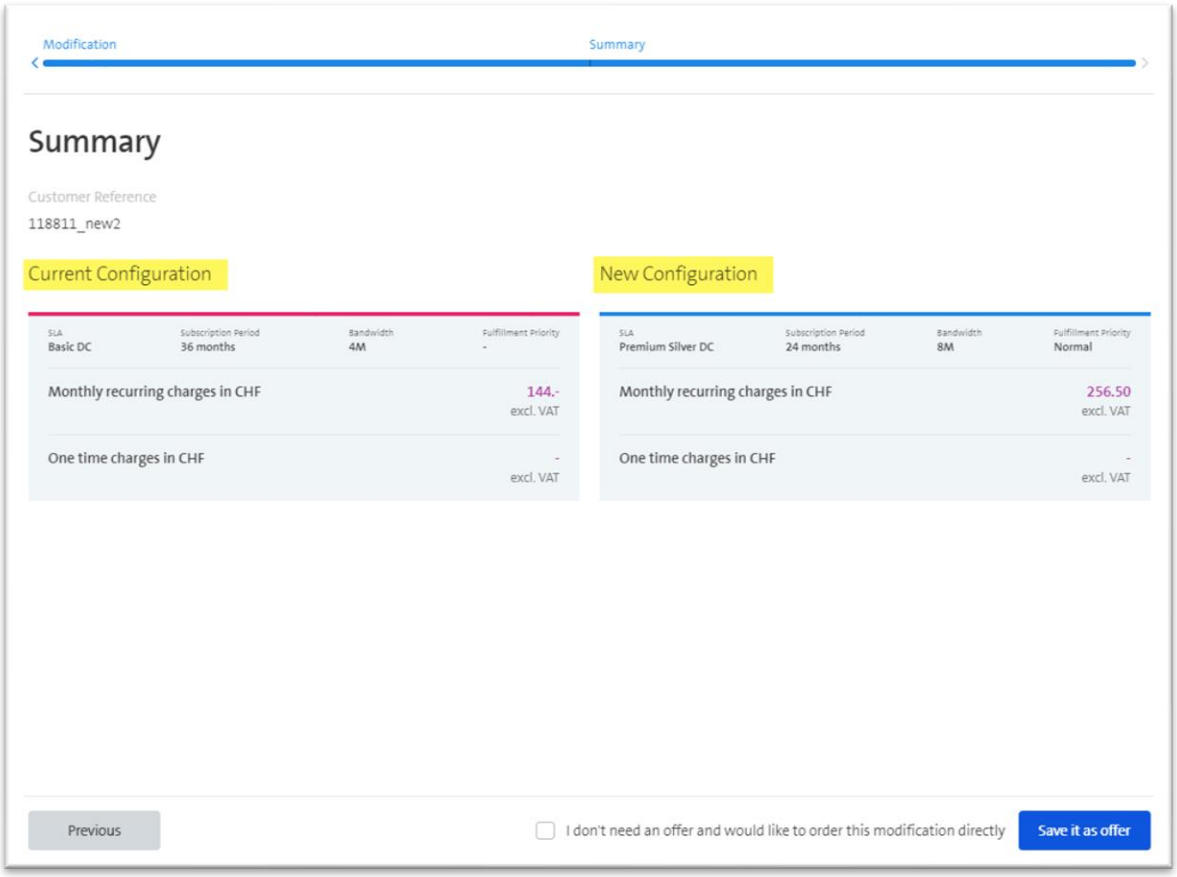


On the next page you will get to the configuration menu and you can reset the configuration:



Go to "Calculate Price" to get a summary of the new configuration.

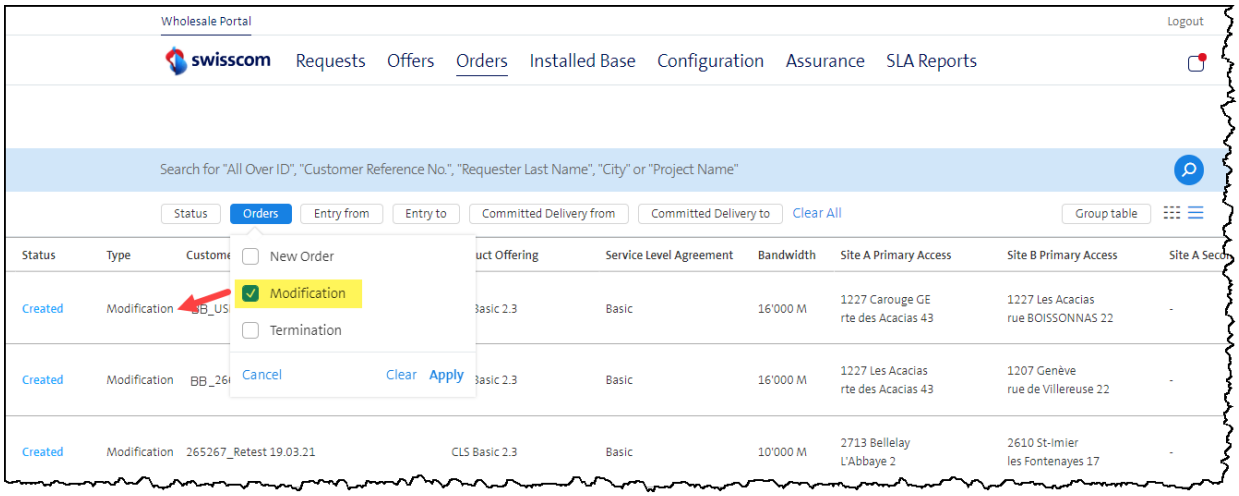
In the summary, we compare the current and new configuration to provide a better idea of the price difference:



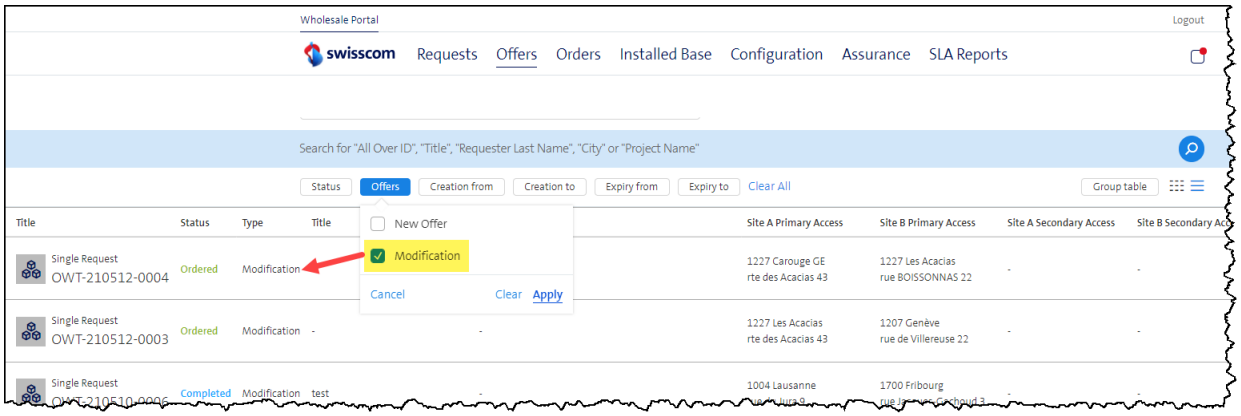
From now on, there are two options to proceed with the modification:

- Order the modification directly
- Save the modification as an offer, to order it later eventually

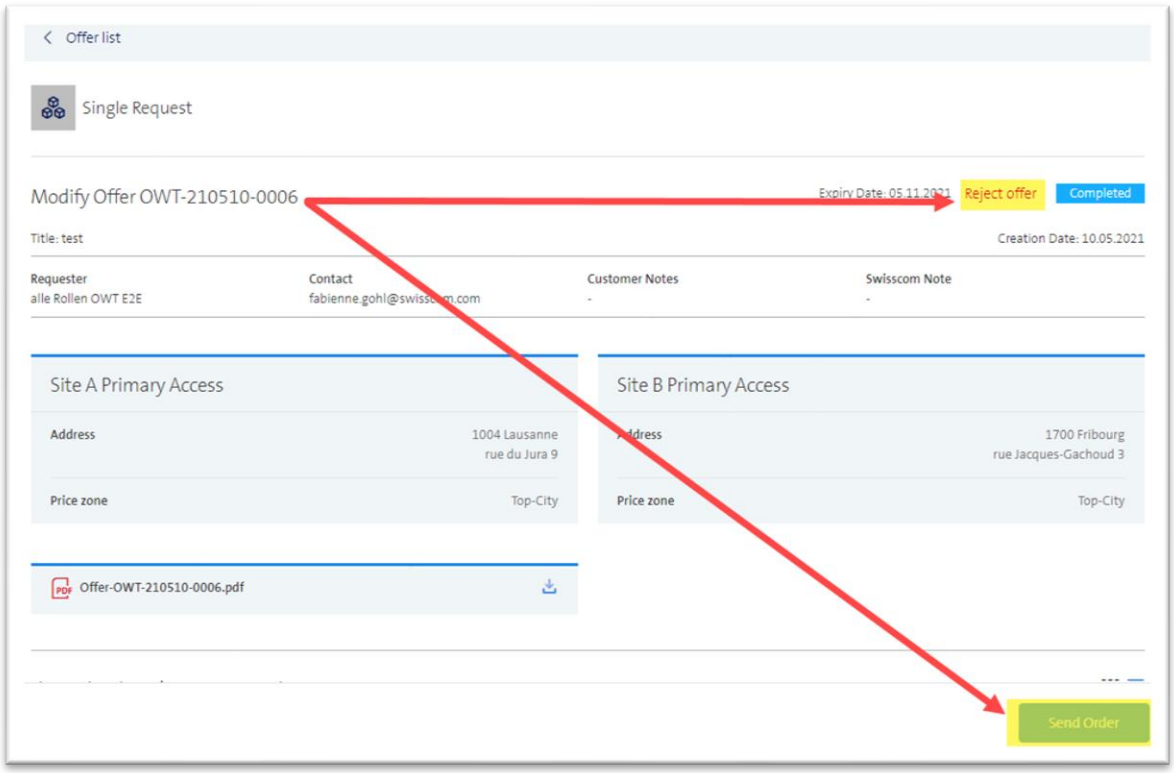
Modifications that you order directly or later from the offer, can be found again in the tab "Orders". To simplify the search, we provide "Modification" as an additional filter search:



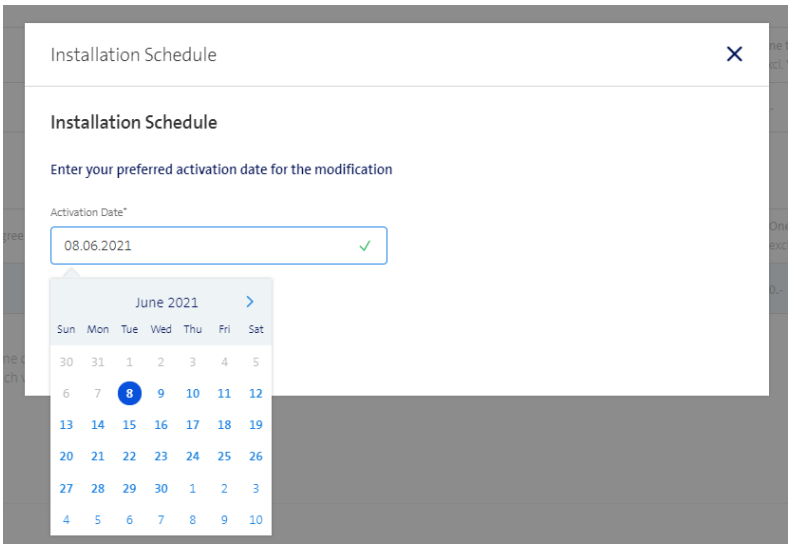
The same applies to modifications that you save as an offer. You can find them in the tab "Offers" - the filter search "Modification" assists you:



If you have an offer saved for the modification, you can order or reject it:



Just enter an installation date and we will process the modification order for you:



A modification order passes the following statuses:

- Order Created
- Order In Realization
- Order Closed

As long as a modification is running, you cannot terminate the Installed Base (vice-versa, if a termination order is pending on the Installed Base). If the modification is finished, the Installed Base will be updated according to the new configuration (and the terminate Installed Base function would be available again).

14.2.3 Restrictions

Due to technical and complexity conditions, we would like to inform you about the following modification restrictions in the Wholesale Portal:

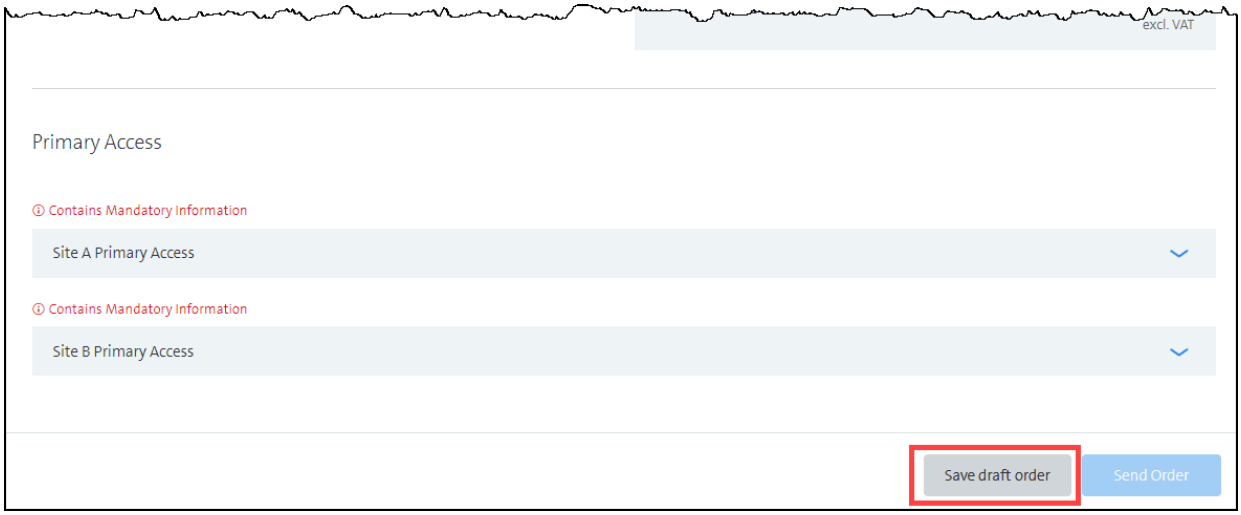
- CES Physical Access cannot be modified
- CES VLAN Services cannot be modified
- Relocation P2P cannot be modified*
- CES with SLA Premium Platinum/Premium Platinum Light cannot be modified*
- SLA of CES 2 and CLS cannot be modified*

*never mind, please contact the Accountteam.Wholesale@swisscom.com via email for such modifications.

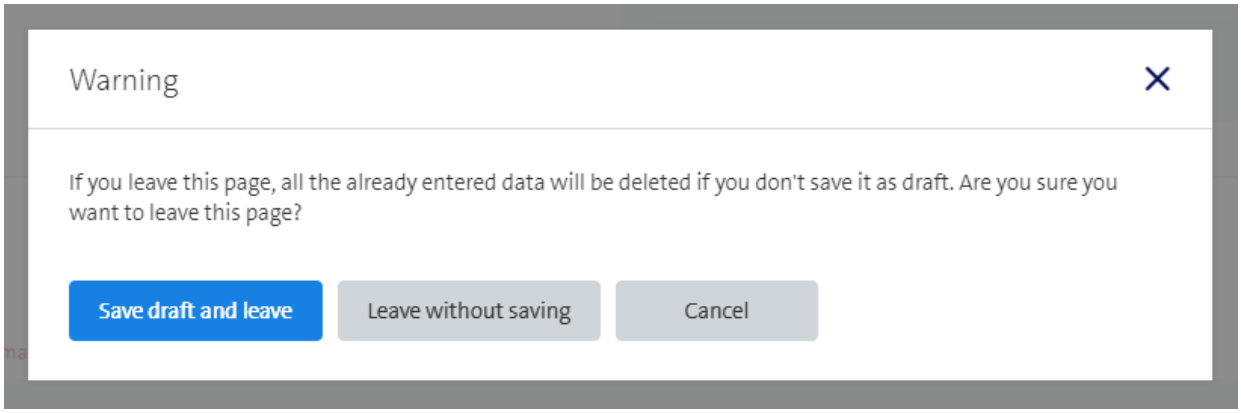
15 Release 3.2.0.69 (available from 19th May 2021)

15.1 Save Draft Order

Direct Orders or orders from an Offer can be temporarily saved as a draft if you have not yet completely filled in all the details:

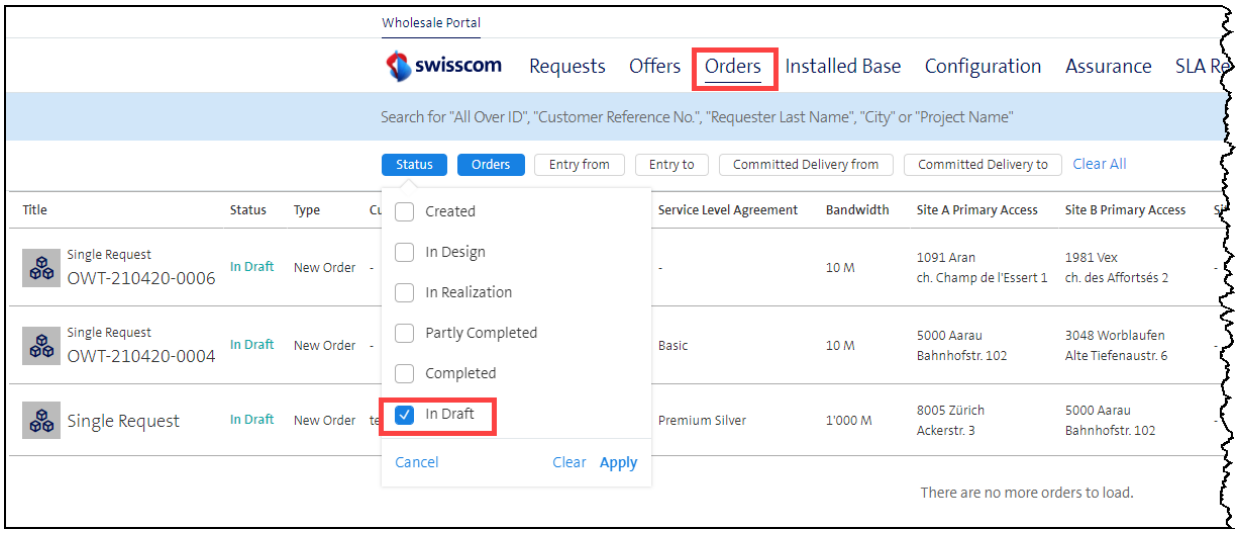


Don't worry, if you should forget to save the order as a draft, we will point this out when you leave the page. This is how we make sure that valuable information is not lost:



15.2 Find Draft Orders

If you like to add further information to the order at a later point, you will find your draft under 'Orders' in the status 'In draft':

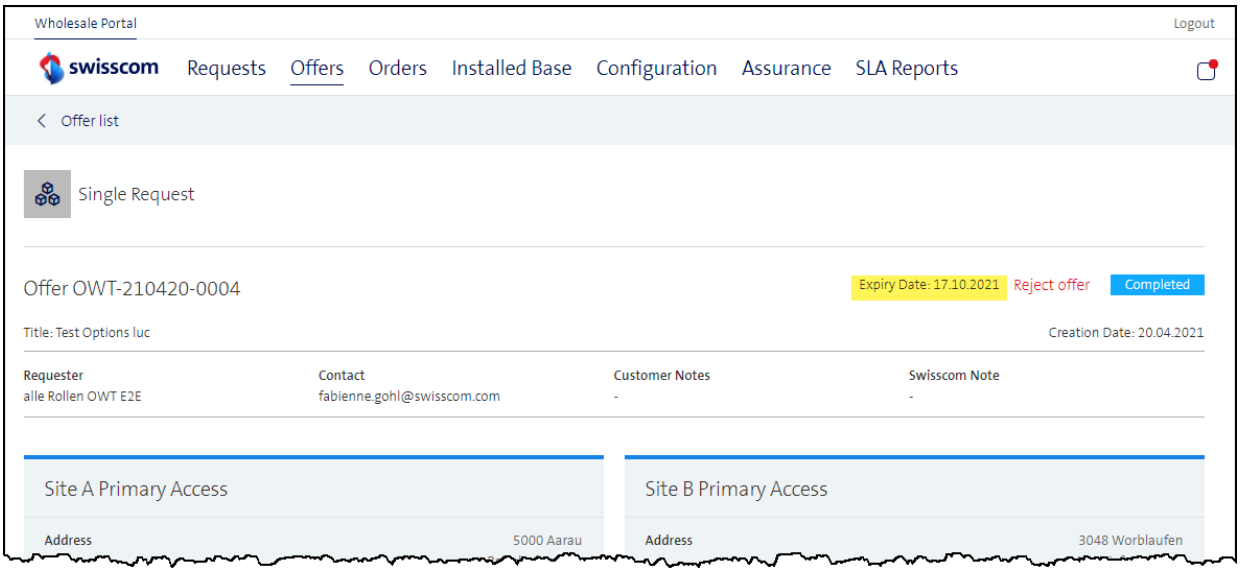


If you are not sure whether a draft order already exists for an Offer/Price Request, you can easily look up the respective Offer/Price Request and, if necessary, go directly to the draft order from there:

With a click on the desired draft order, you will be taken directly to the editing mode and can thus start directly with further editing. Only when all the details have been filled in you can send the draft to Swisscom as an order.

15.3 Draft Order Validity

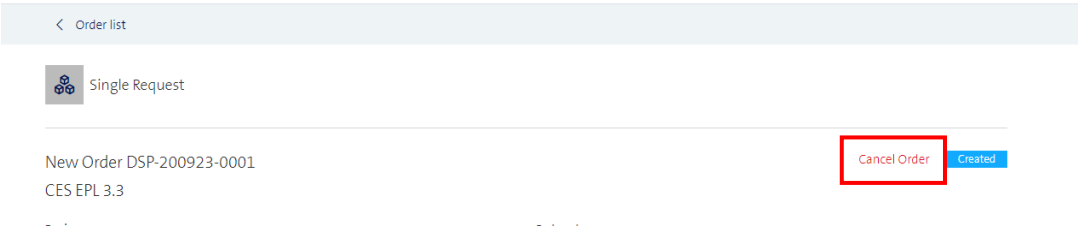
Draft orders are valid as long as the related Price Request/Offer. If a Price Request/Offer has expired, the draft order is automatically deleted and cannot be reactivated by Swisscom.



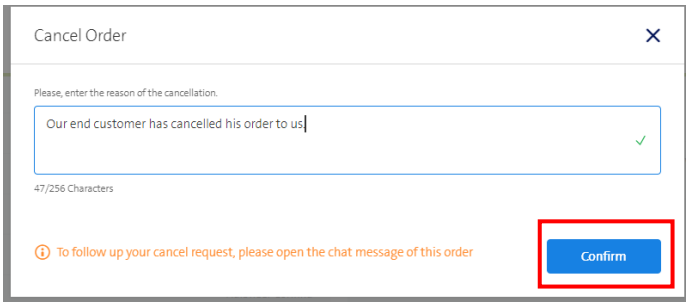
16 Release 3.2.0.66 (available from 23rd March 2021)

16.1 Cancel running Order

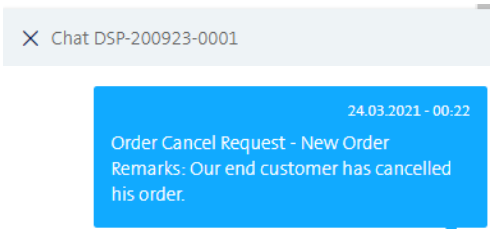
You have now the possibility to request to cancel a running order in the Wholesale Portal by applying the Cancel order button.



You have now the possibility to cancel running orders in the Wholesale Portal by applying the Cancel Order button.



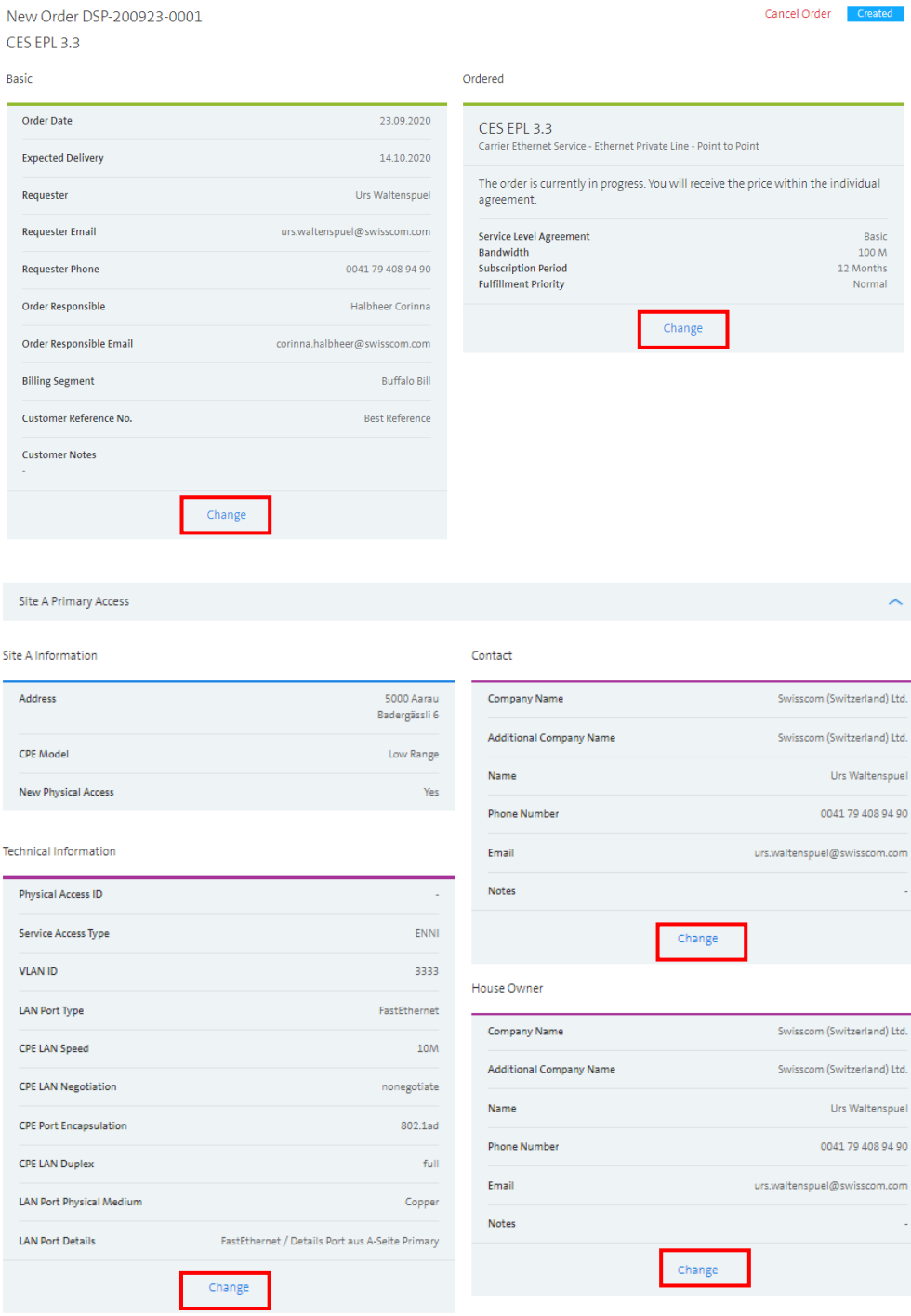
A request to cancel a running order will be transmitted to Swisscom as a chat message to be further processed by a person.

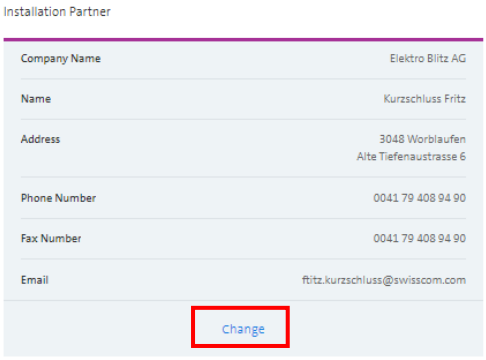


The person handling the request to cancel will respond to you via the chat message.

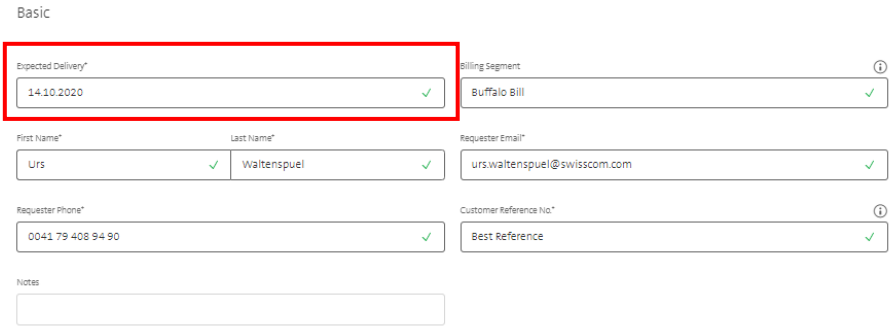
16.2 Change running Order

You have now the possibility to submit a request to change a running order in the Wholesale Portal by applying the Change button on the respective card. Only one card can be changed in one Change Request. If you have multiple change requests, you need to submit one change request per card.

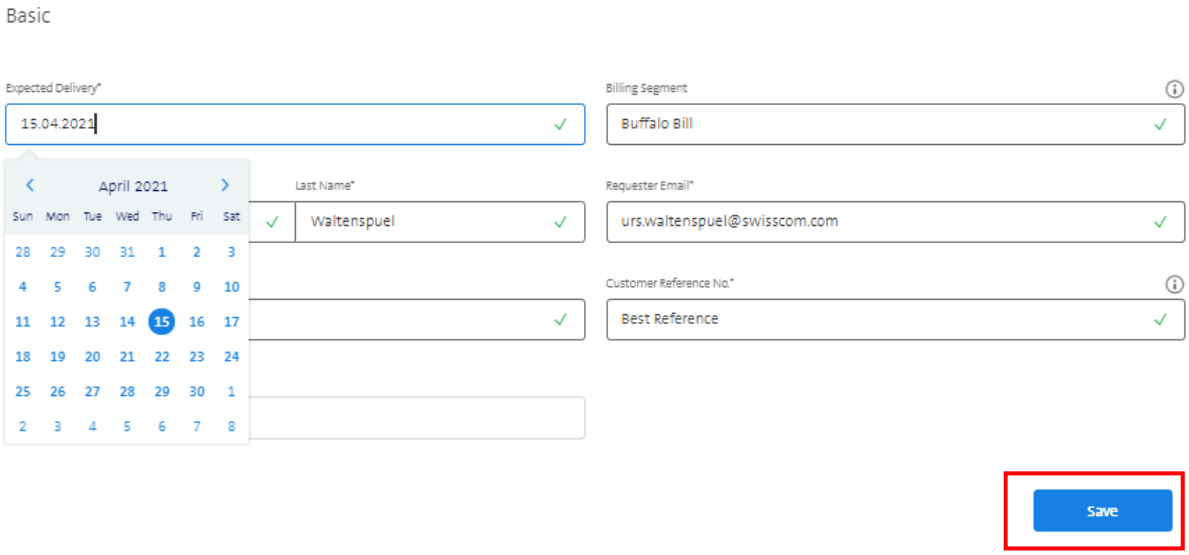




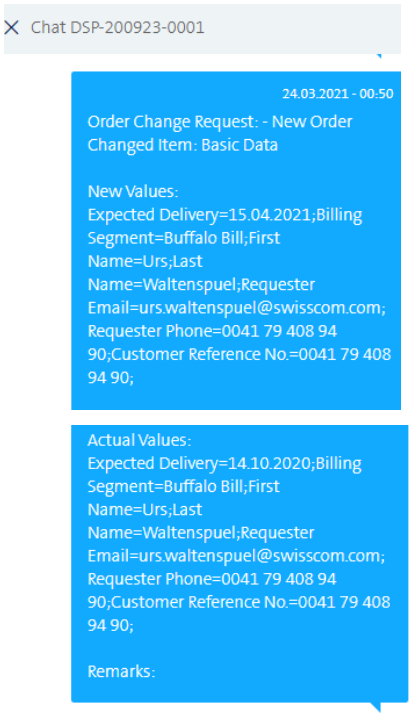
Applying the Change button will open a PoP-up displaying the actual values which you can modify. Assuming, you want to change the Expected Delivery Date.



You may change the value to the new value according to your requirement and save them.



A request to change a running order will be transmitted to Swisscom as a chat message to be further processed by a person. The chat massage included the old and the new values.



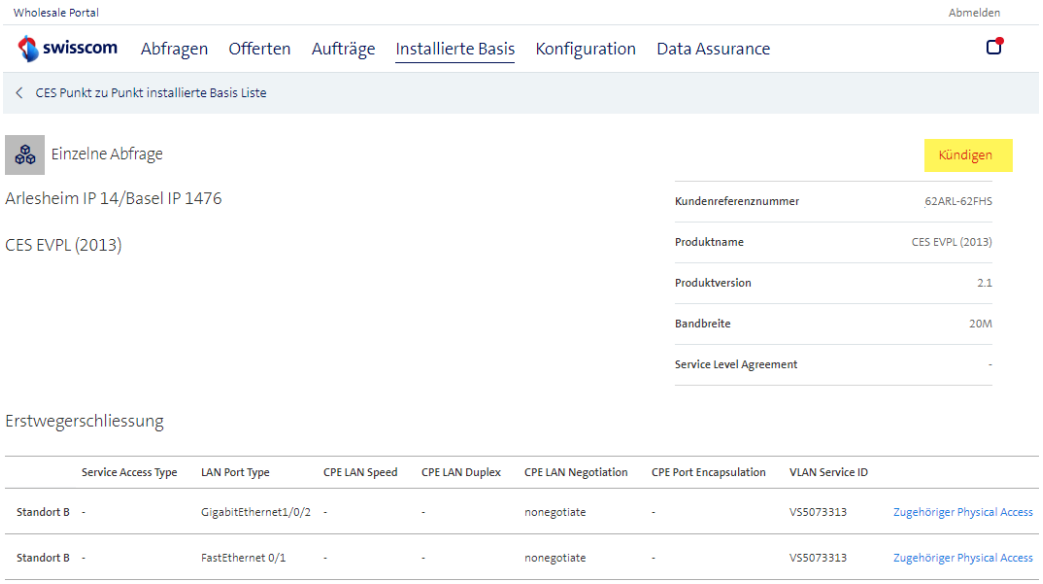
The person handling the request to change the order will respond to you via the chat message.

17 Release 3.2.0.38 (verfügbar ab 26. November 2019)

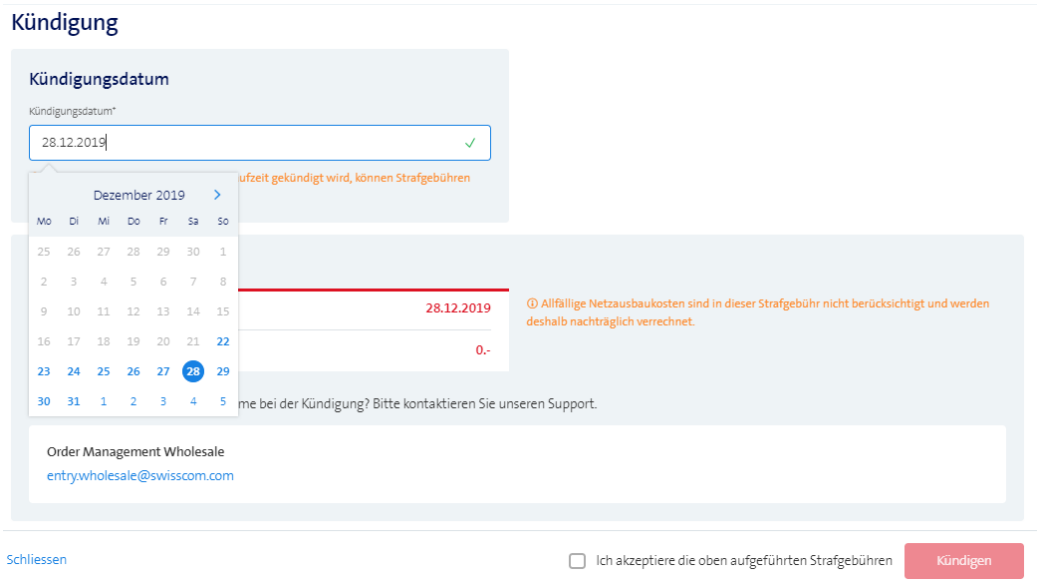
17.1 Kündigung

17.1.1 Erfassen

Kündigungen können Sie in der Installed Base direkt auslösen. Gehen Sie dazu auf den gewünschten Service oder auf den gewünschten Physical Access und gehen Sie oben rechts auf "kündigen":



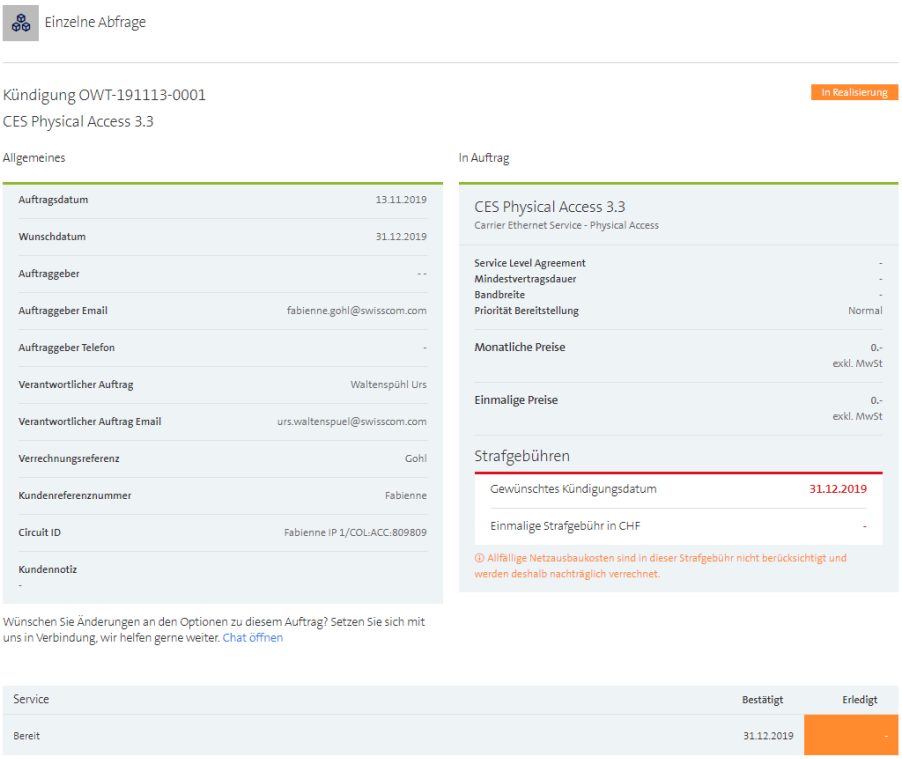
Auf der nächsten Seite werden Sie aufgefordert, ein Kündigungsdatum (gem. Kündigungsfrist erst in 30 Tagen möglich) anzugeben:



Wenn die Vertragslaufzeit noch läuft, werden entsprechend Strafgebühren aufgeführt. Schieben Sie das Kündigungsdatum beliebig nach hinten/nach vorne und die allfällige Strafgebühr wird autom. neu berechnet.

Wichtig: allfällige Netzausbaukosten sind in dieser Strafgebühr nicht berücksichtigt und können nachträglich verrechnet werden.

Ist der Kündigungsauftrag erfasst und abgeschickt, finden Sie diesen wieder unter "Aufträge". Diese Kündigung können Sie via Klick auf den Eintrag im Detail aufrufen:



17.1.2 Restriktionen

Bei der Kündigung eines Services, eines Physical Access gibt es ein paar Restriktionen, die nun aufgeführt werden:

- Ein Physical Access kann nur gekündigt werden, wenn kein Service mehr darauf aktiviert ist.
- CES VLAN Services können nicht gekündigt werden
- Eine erfasste Kündigung kann nicht mehr gecancelled werden (Feature wird in 2020 umgesetzt, Release Info folgt. Bis dahin wenden Sie sich bitte schriftlich an unser Entry Wholesale Team)
- Allfällige Netzausbaukosten können nachträglich verrechnet werden und werden nicht im Portal angezeigt.
- Eine Kündigung kann frühestens erst in 30 Tagen ausgeführt werden. Danach täglich.
- Ein gekündigter Service/physical Access wird nicht mehr in der Installed Base aufgeführt

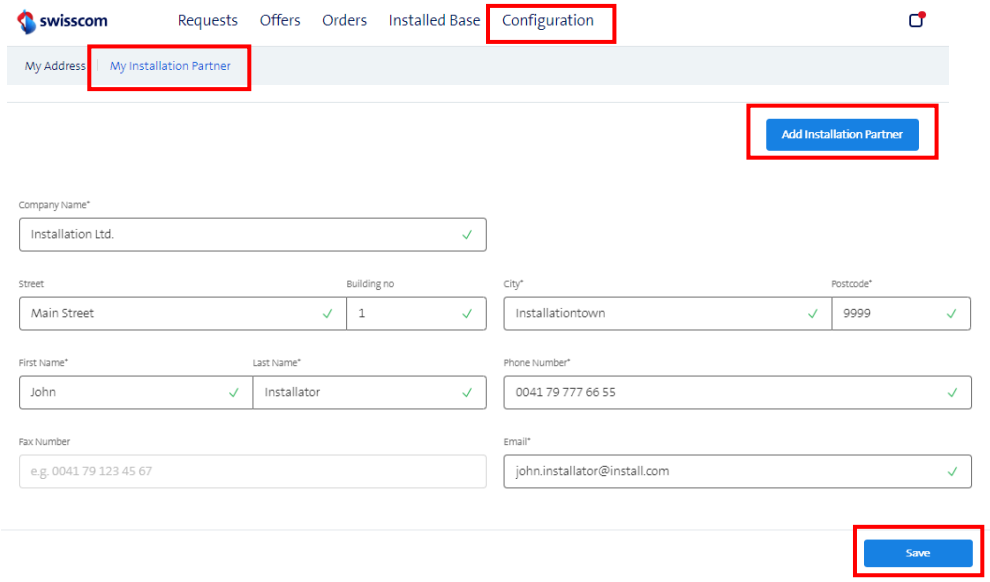
18 Release 3.2.0.17 (available from 27th March 2019)

18.1 Administration of Installation Partners

18.1.1 Register a new Installation Partner

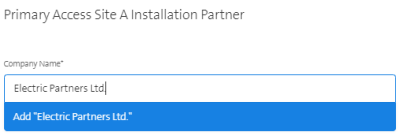
You have now two new the possibility to register frequently used Installation Partners for later usage in orders. You do not have to enter all data again from the scratch in every order.

Within the configuration menue

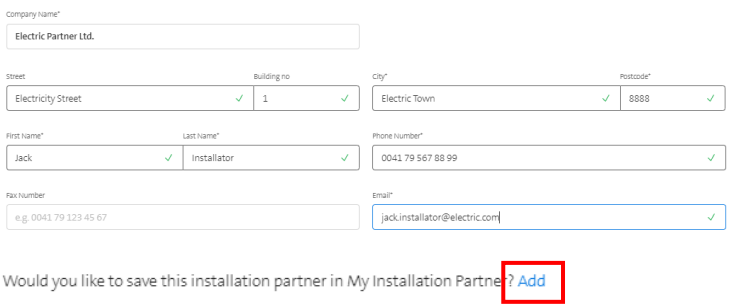


While entering a new order

- Enter a new unique name of an Installation Partner and add it

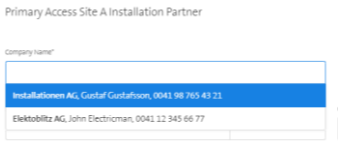


- Complete all data and add the new Installation Partner

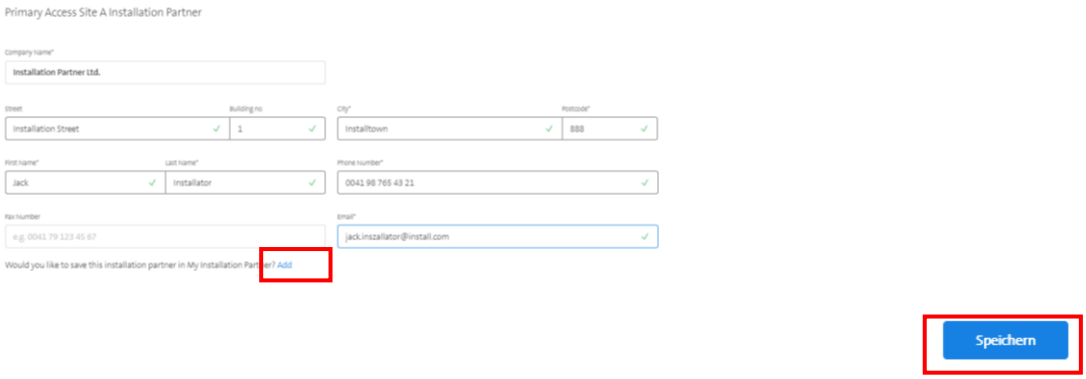


18.1.2 Select the Installation Partner in an order

Registered Installation Partners will appear in the drop-down within every order.



You can select any registered Installation Partner. The related data will automatically be copied into the respective fields.

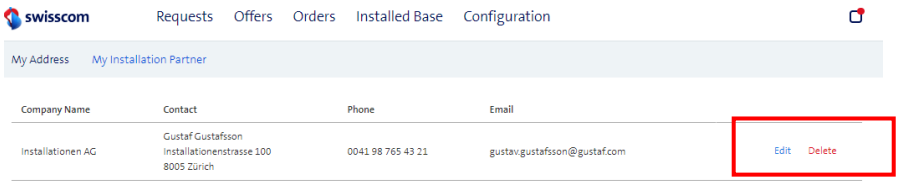


There are two possibilities to store an Installation Partner within an order:

- **Use only once** – within the actual order; use only the button "Save" (one mouse click) and close the window. This Installation Partner will only be stored within the actual order.
- **Re-use later**– within future orders; use first the "Add button" to add the data to "My Installation Partner". Then save the data in the actual order (two mouse clicks) and close the window.

18.1.3 Modify and delete Installation Partners

Registered Installation Partners can be modified or deleted. **Modifying or deleting Installation Partners in the configuration has no impacts to running orders.**

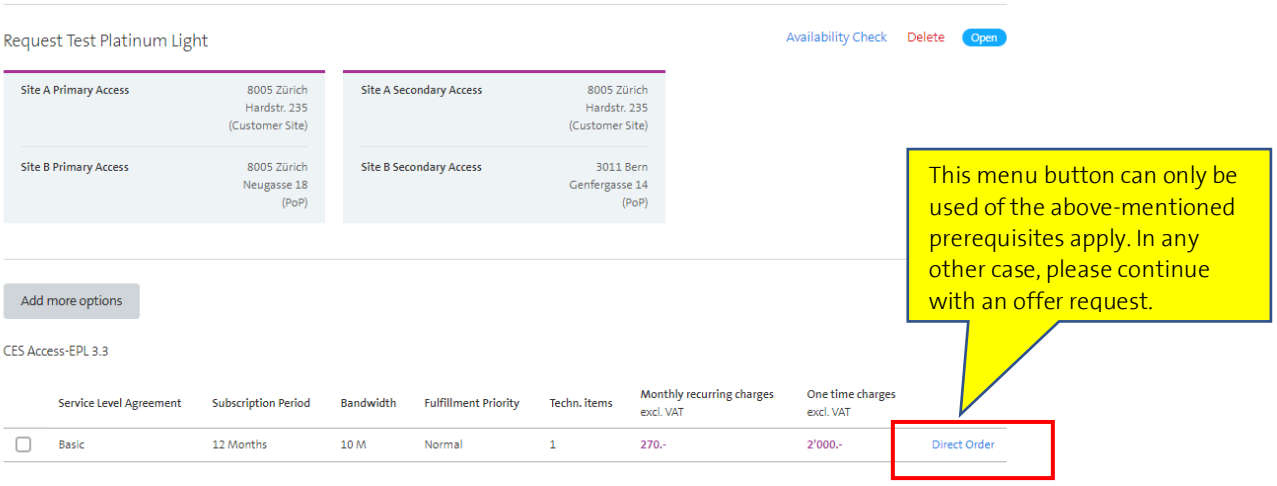


18.2 Direct Order of Premium Platinum Light Services

A Direct Order of CES/CLS Premium Platinum Light is now possible if the following prerequisites apply:

1. At customer site, Primary and Secondary address must be identical
2. No network upgrade at customer site

These prerequisites do not apply to the PoP site. The assumption is that the required network equipment is already there, and no network upgrade will be necessary a PoP sites.



18.3 Improvements to existing features

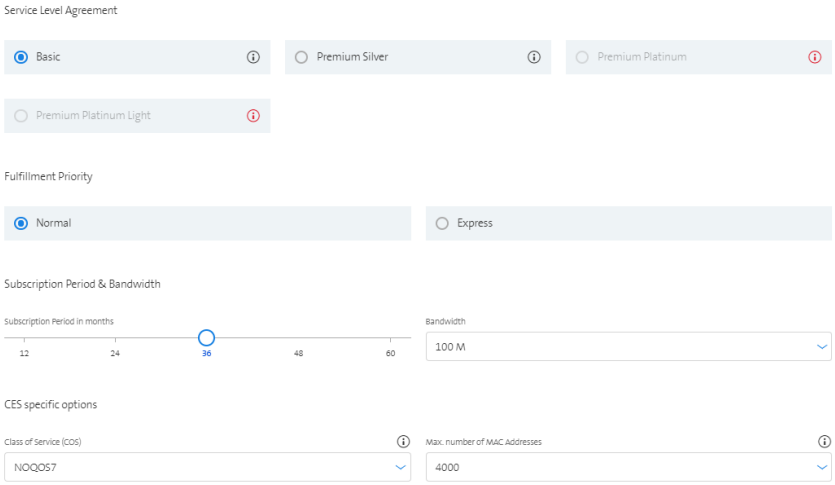
18.3.1 Suppress addresses in Liechtenstein

Swisscom (Switzerland) Ltd. do not provide any Data Services in Liechtenstein. Before, such addresses could be validated but no price could be calculated. Now, all addresses of Liechtenstein are suppressed from the beginning. (E.g. no address can be found in Vaduz)

18.3.2 No reset of input parameters to default values

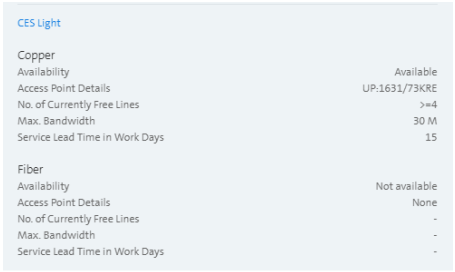
Before, all subsequent values had been reset to default values if a preceding value had been changed. After this release, all values remain unchanged if any of the values has been changed.

For example: If the SLA has been changed from Premium Silver to Basic, all subsequent values remain as before. (36 months not anymore reset to 12 months, 100M not anymore reset to 10M)



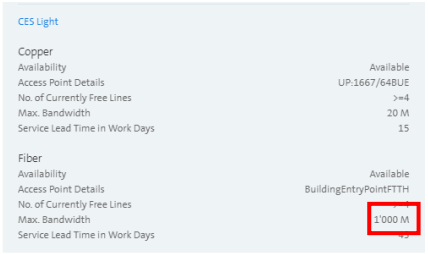
18.3.3 Limit the bandwidth of CES Light Copper as available at the specific site

The CES Light portfolio includes bandwidths up to 1000 Mbit/s. However, the maximum available bandwidth at a specific location may be lower due to limitations of the copper wire. In this example, only bandwidths up to **30 Mbit/s** can be provisioned.



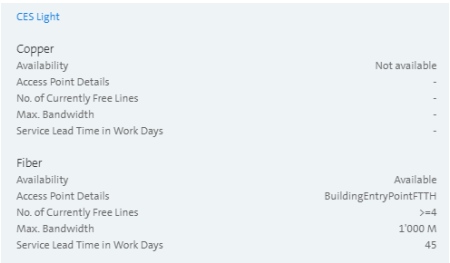
Consequently, only the bandwiths available at that location will appear in the Drop-Down. Here this means up to **30M.**

In this example, CES Light over copper is available up to 30M and CES Light over fibre is available up to **1'000M**. The fibre limit applies in such cases.



The Drop-down shows all values up to **1'000M**.

If only fibre is available all bandwidths up to **1'000M** can be selected.



18.3.4 Mail sent to requester after offer completion

Upon completion of an offer by the Sales Assistant, the requester receives a confirmation E-Mail. This E-Mail also contains the most important information related to that offer, as shown in the example below.

Von: CWS Customized Solutions Services, INI-DOS-DE-O2A
Gesendet: Donnerstag, 21. März 2019 17:10
An: Tester John, INI-CWS-CS-BEW <john.tester@swisscom.com>
Betreff: Offer Test Confirmation Mail, GVS-190318-0002 is available

Dear Customer,

Please retrieve your offer by using the following URL: https://wholesale.swisscom.com/portal/

Offer Number: GVS-190318-0002
Offer Title: Test Confirmation Mail
Reference: Michele's Projekt

Requester: John Tester
john.tester@swisscom.com

CES EPL

Bandwidth:	100M
Class Of Service:	NOQOS7
Minimum contract duration:	36 month
Monthly recurring charges:	814.50 CHF
One time charge:	3000.00 CHF
Total special effort:	0.00 CHF
Total Lead time:	15 working days

Feasibility result:

Site 1: Feldackerrain 28, 3173 Oberwangen b. Bern

Service Level:	Premium Silver
Additional MAC Addresses:	-
Region: Schweiz	Zone: Regio
Special effort description:	-
Physical Access:	
CPE Option:	Mid Range
Monthly recurring charges:	0.00 CHF
One time charges:	1500.00 CHF

Site 2: Albertstr. 2, 8005 Zürich

Service Level:	Premium Silver
Additional MAC Addresses:	-
Region: Schweiz	Zone: Top-City
Special effort description:	-
Physical Access:	
CPE Option:	Mid Range
Monthly recurring charges:	0.00 CHF
One time charges:	1500.00 CHF

Topologie: Regio

Kind regards,
Swisscom (Switzerland) Ltd.
Wholesale
accountteam.wholesale@swisscom.com

19 Release 3.2.0.13 (available from the 25th February 2019)

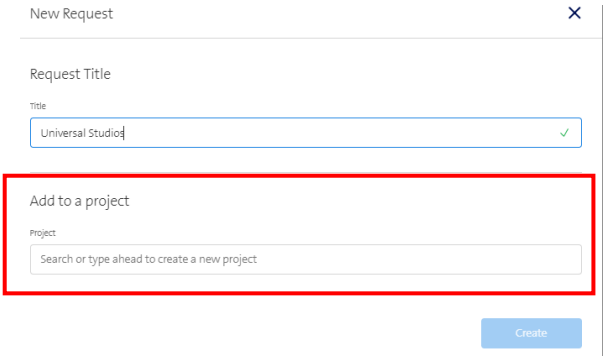
19.1 Handling of projects

19.1.1 Significance of a project

From now on, you can optionally assign Requests to a project. A project is a repository which links different Requests together. Various properties can be assigned to a project like project name or project discount (if applicable according to the Price Manual). These properties will then apply to all Requests, Offers, Orders and Installed Base instances assigned to that project.

19.1.2 Assign a request to a project

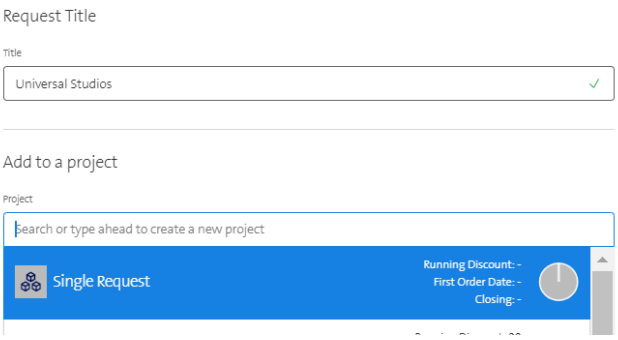
The first steps to create a Request have not changed. Like before, you will have to assign a unique name to a Request but there is now an additional field to enter the project name.



You have now three different options to proceed:

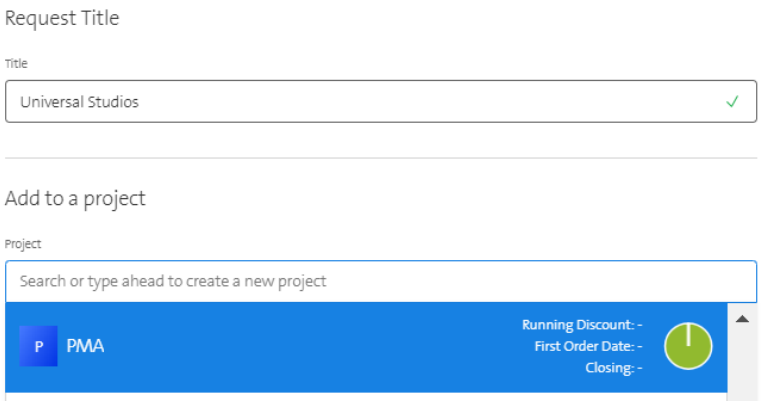
1. **Store as Single Request** without project relation (same behaviour as before)

   Die option "Single Request" always appears first in the drop-down



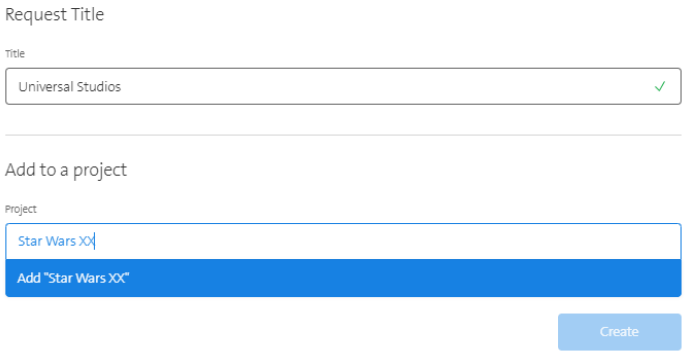
2. Assign the Request to an existing project

All already existing and still active projects appear in the drop-down below the "Single Request".



3. Create a new project

You can also create a new project. In this case, the new project will be created at the same time when you create the request. When you create subsequent requests, the new project will appear in the drop-down.

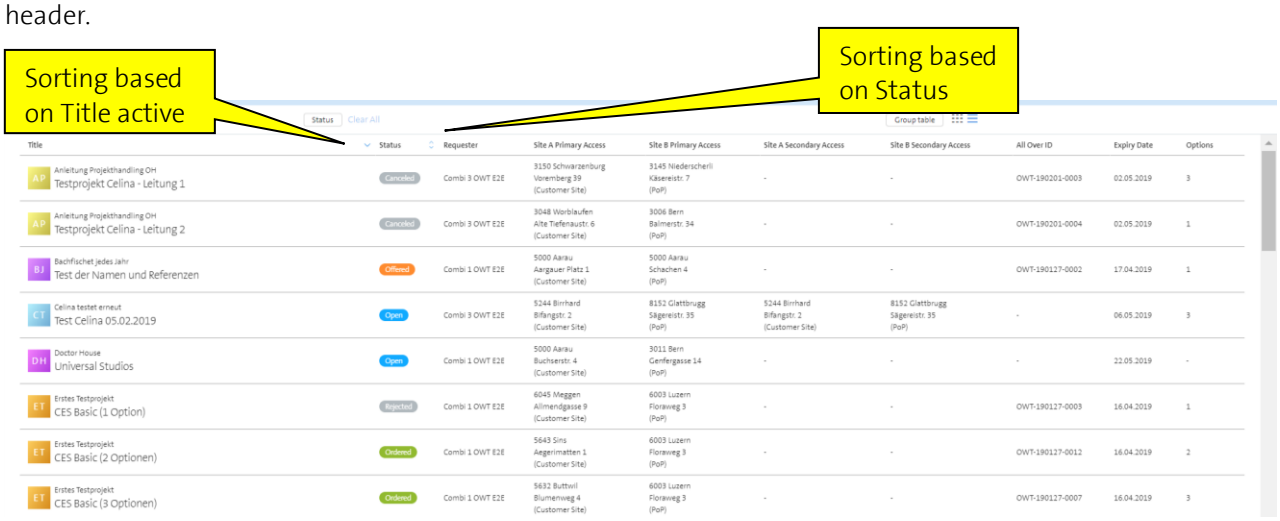


Important Hint:

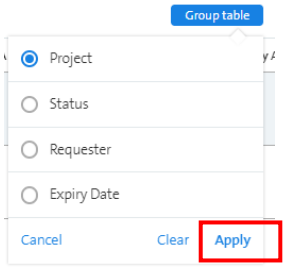
A project always involves some agreement between you and Swisscom about the applicable conditions. Consequently, the Direct Order is not possible for project related Requests. For project related Requests, the next process step is always the request of an Offer where the final commercial conditions will be fixed.

19.1.3 Sorting and grouping of stored Requests

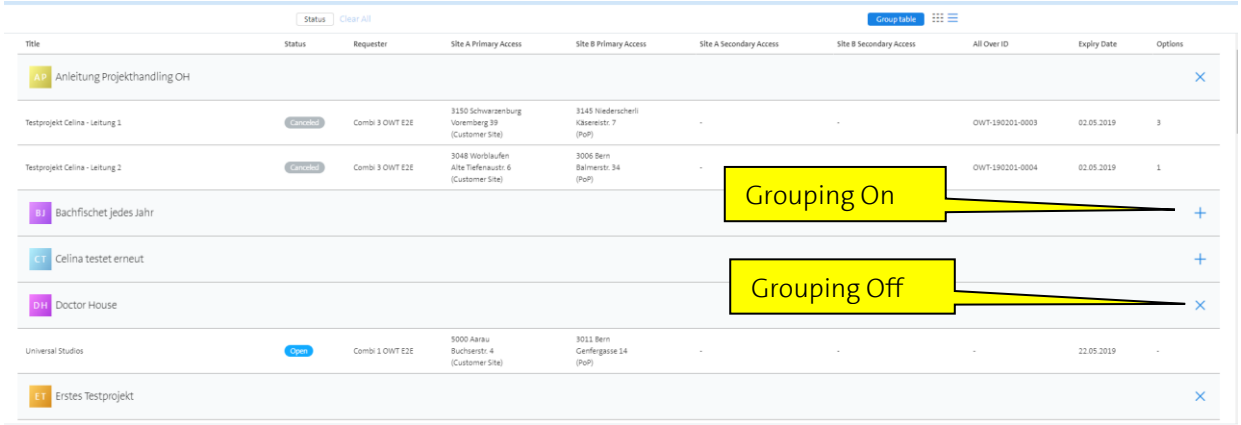
You can sort the listed Requests based on different columns. Please use the respective symbols on the header.



You can also group the Requests based on different criteria.



After applying the selected grouping, the requests will be displayed accordingly. You may also turn the grouping per project on and off.

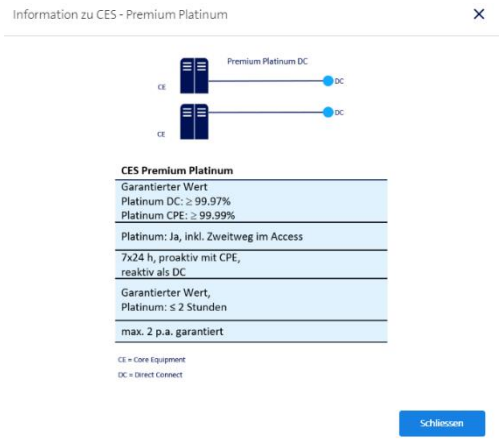


19.2 Request Price of Premium Platinum Light

The SLA Premium Platinum Light is now also available in the price request.

The Prices for Premium Platinum Light and Premium Platinum are equal but the network upgrade costs may be lower in case of Premium Platinum Light or even not be applicable at all.

The only difference between Premium Platinum Light and Premium Platinum lies in the access area. In case of Premium Platinum Light there is no physical redundancy between the local switch and the customer site. Primary and secondary access are realised through the same cable.



19.3 Different Lead Times for Premium Platinum services

In case of a Premium Platinum Service, there can be a significant difference between the service delivery times of the primary access and the secondary access, due to network upgrades. In case of CLS, primary and secondary access will always be realised independently of each other. The primary access will get into services as soon as it is finished. In case of CES, you have the option to activate the primary access as soon as it is available or to wait with the service activation until the secondary access is finished. The next chapter explains how you can choose between one or the other option.

CES Access-EPL 3.3

	Service Level Agreement	Subscription Period	Bandwidth	Fulfillment Priority	Service Lead Time	Monthly recurring charges excl. VAT	One time charges excl. VAT
○	Premium Platinum	12 Months	10 M	Normal	Primary Access: 15 Days Secondary Access: 65 Days	561.60	14'000.-

CLS Premium Platinum 2.3

	Service Level Agreement	Subscription Period	Bandwidth	Fulfillment Priority	Service Lead Time	Monthly recurring charges excl. VAT	One time charges excl. VAT
○	Premium Platinum	12 Months	2 M	Normal	Primary Access: 20 Days Secondary Access: 70 Days	1'197.60	15'200.-

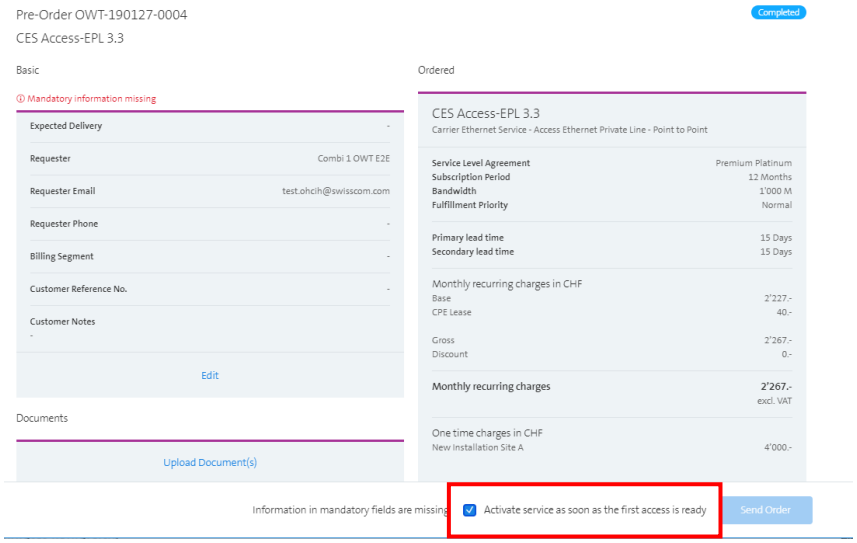
19.4 CES Partial Operation

This feature only applies to CES Premium Platinum.

As mentioned above, you have two options to activate a CES Premium Platinum Service.

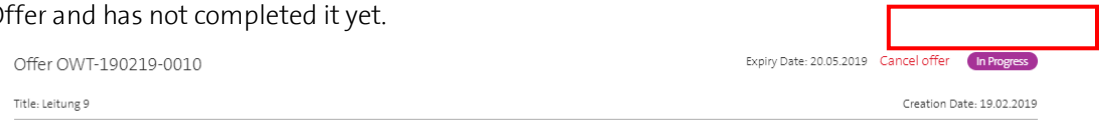
1. Activate the primary temporarily as Premium Silver as soon as it is available. As soon as the secondary access is available, an upgrade to Premium Platinum will automatically be done. This way, the available part of the ordered service will be available to you as soon as possible. The technical term for this approach is "Partial Operation".
2. Activate the complete service when primary and secondary access will be finished.

You can choose between these two options by using the indicated check box.

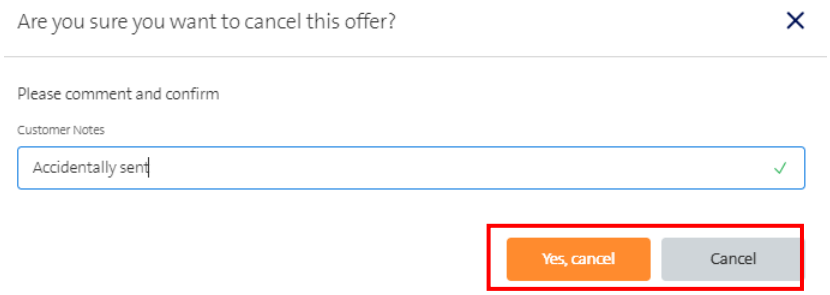


19.5 Cancel Offer request

You can cancel an Offer request if it is still in the Status "In Progress". I.e. Swisscom are still working on the Offer and has not completed it yet.



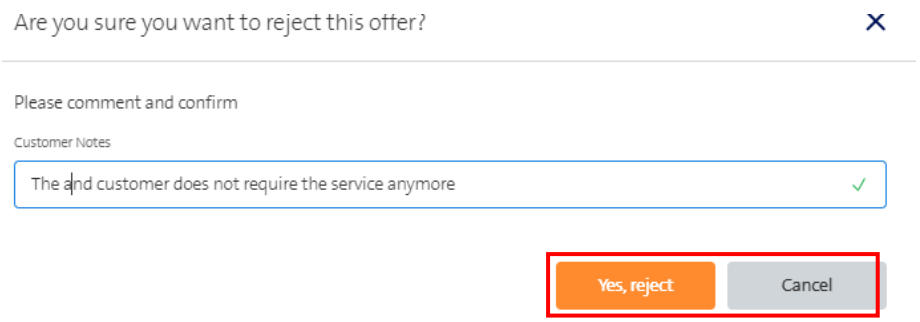
To avoid accidental cancellation, you will be asked to provide a reason and to confirm the cancellation.



19.6 Reject reason in Offer rejection

The possibility to reject completed offers has been available already before.

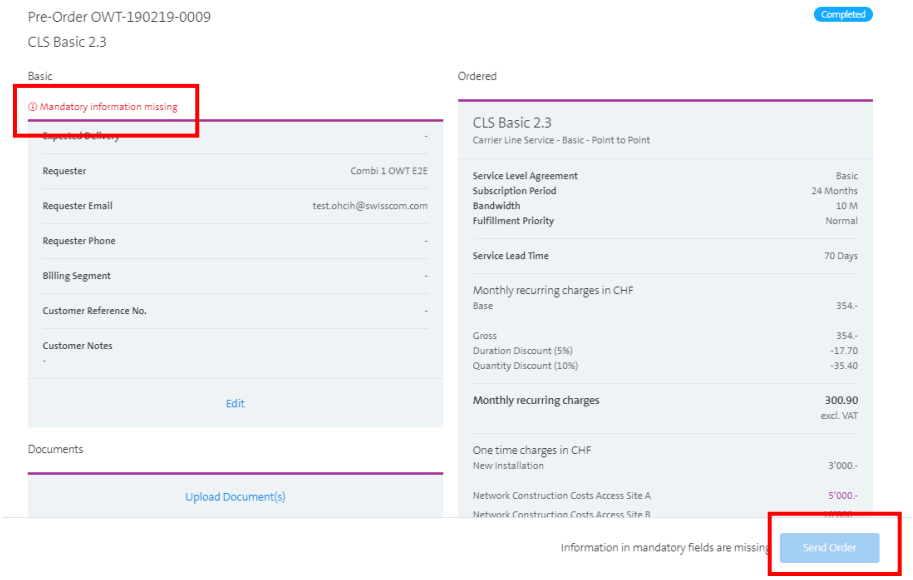
The reject reason is important information to us for improving our products and services continuously. You will now be asked to provide a reason for the rejection.



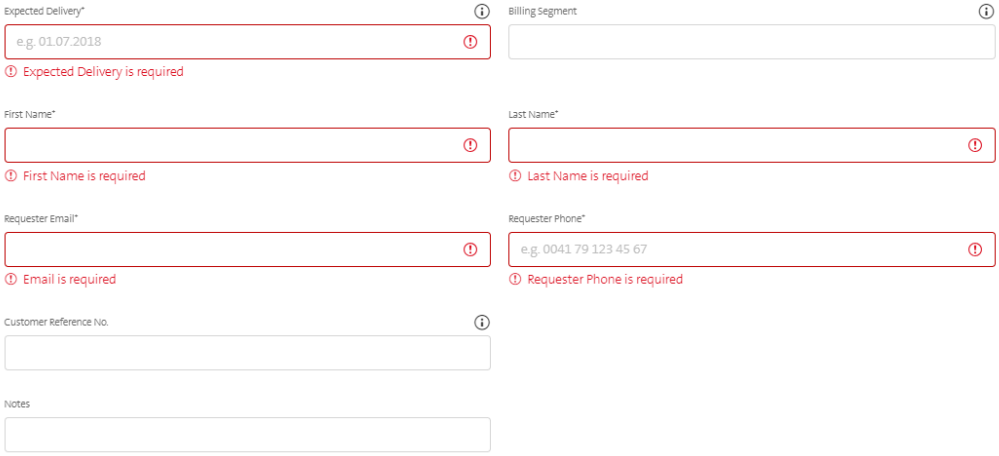
19.7 Mark mandatory input fields in the order

Missing order information leads to delays or wrongly configured services. To avoid such problems, mandatory fields are now marked red, as long as mandatory information is missing.

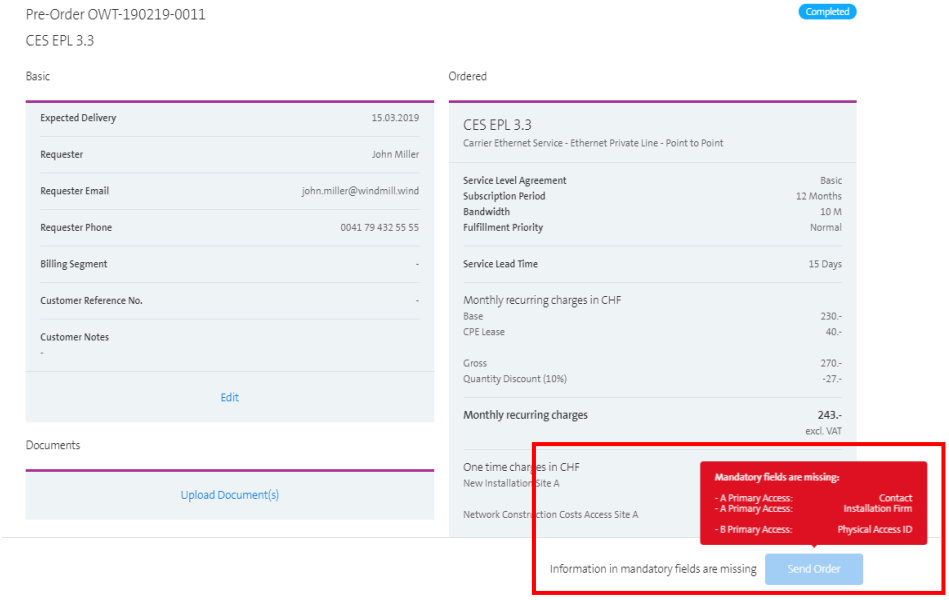
A hint that mandatory information is missing appears above the cards where some information is missing. The order cannot be submitted until all mandatory information has been entered.



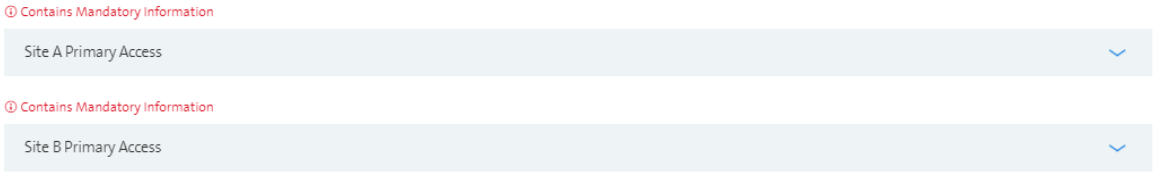
Upon trying to save a page where still some information is missing, all mandatory fields will be marked red.



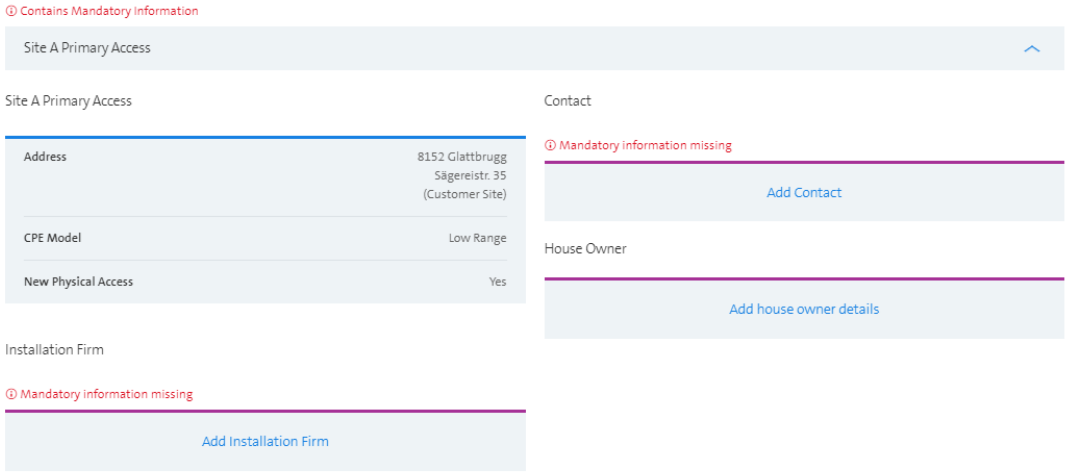
The hint above the card will disappear, as soon as all mandatory information has been entered. The button "Send Order" will not be useable until all mandatory information has been entered.



In the following example, mandatory information is missing related to the Primary Sites A and B.

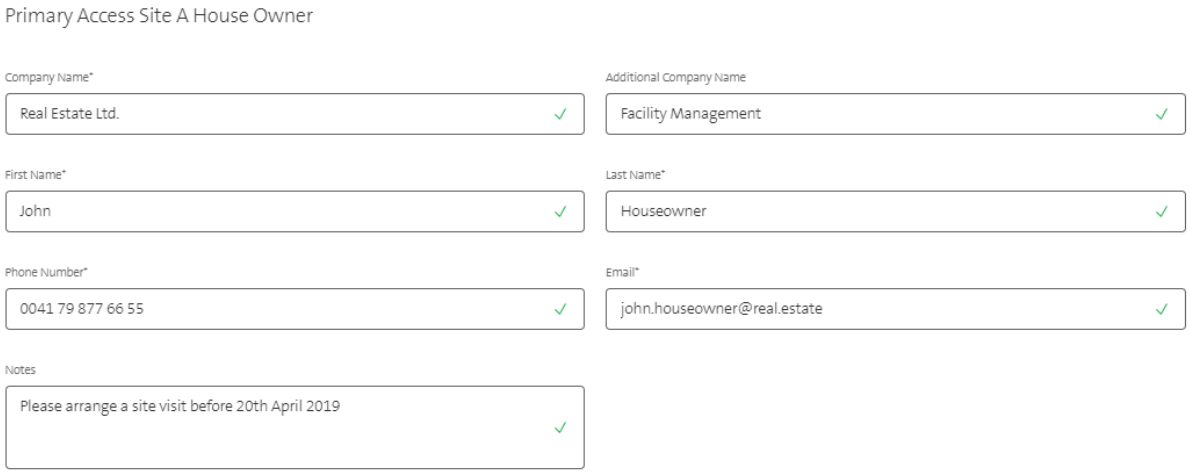


Some information is always mandatory in any order and some other only under certain conditions. For example, the installation firm is only mandatory if a new Physical Access is to be constructed but it is optional if an additional CES Service is to be provided on an existing Physical Access.
Moreover, the house owner is only mandatory if a network upgrade is going to take place at the respective site. The portal applies these rules any mark such fields a mandatory or nor depending in the prerequisites of the particular order.



19.8 Provide the house owner if network upgrade is required

A network upgrade usually involved digging work to lay a new cable to the building. Such activities require the permission of the house owner. After this release, there is an additional entry form to provide the contact information of the house owner. It is mandatory if the order involves a network upgrade.



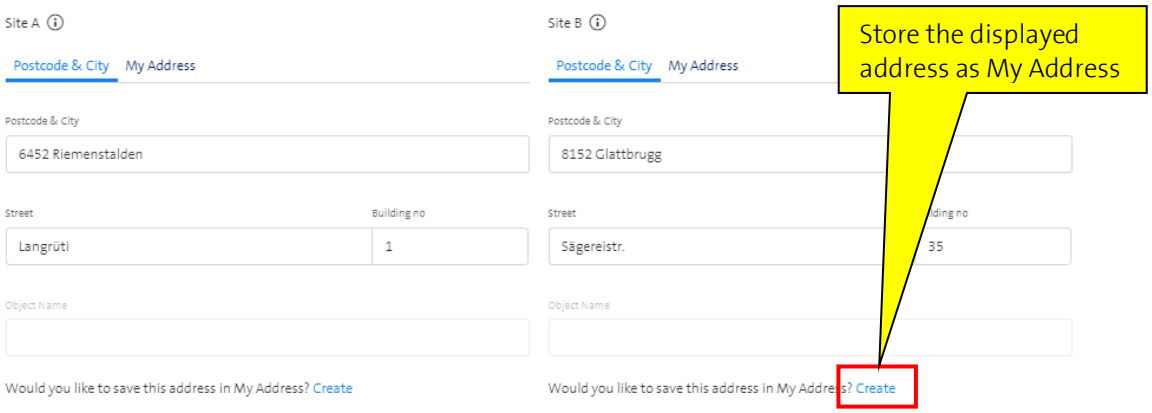
20 Release 3.2.0.9 (available from 7th January 2019)

20.1 My Address

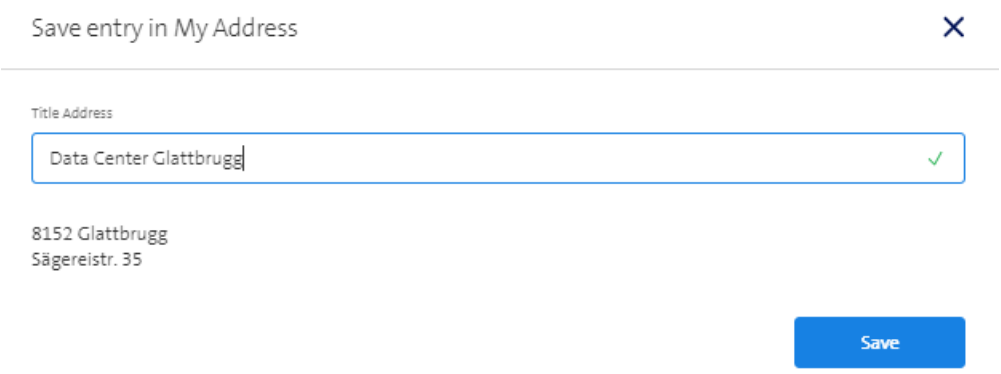
You have now the possibility to store validated addresses within a request as "My Address". The portal then asks you to assign name to it. You can reuse such addresses later without entering the complete address again. You can search easily by the name you had previously assigned to that address.

20.1.1 Store a new address

Basically, any address can be stored as My Address. For a better overview, it is recommended to store only frequently reused addresses like PoPs or Data Centers.

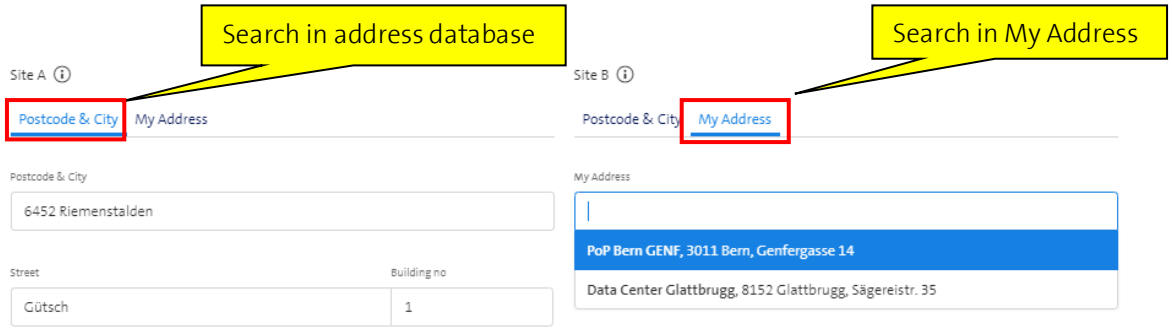


A modal will be shown where you must assign a meaningful name to the address to be stored.



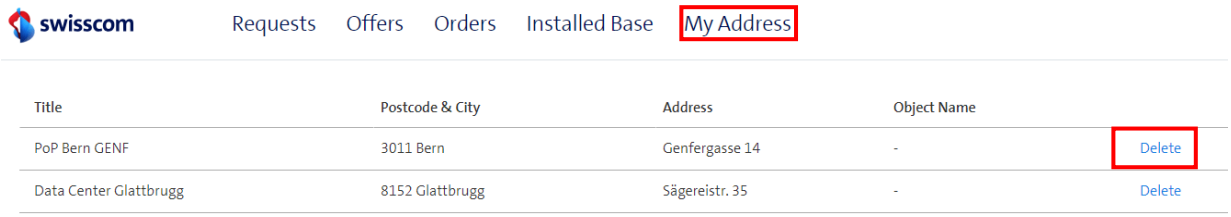
20.1.2 Reuse a stored address in a request

When you create a new Request, you can search addresses alternatively in the general address database by selecting "Postcode & City" or in "My Addresses".

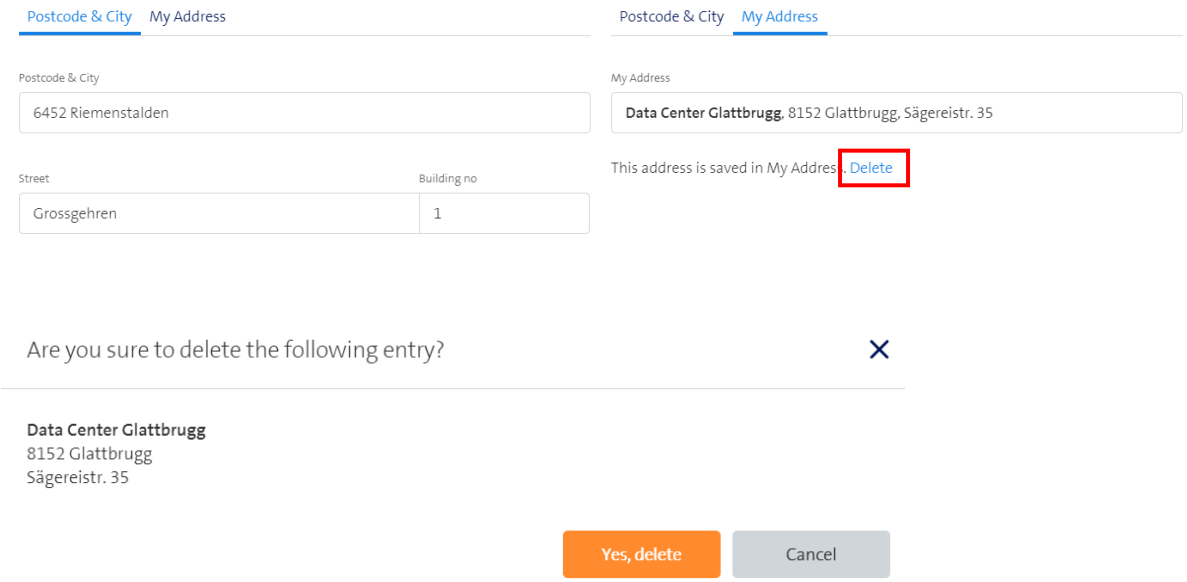


20.1.3 Display and remove stored addresses

You can list the stored addresses or delete addresses you do not need anymore.



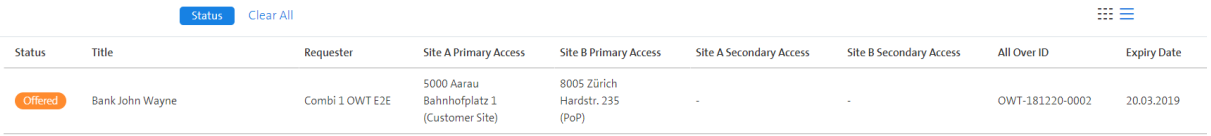
Moreover, you can also delete addresses within a request.



20.2 Improved user guidance within the Request work flow

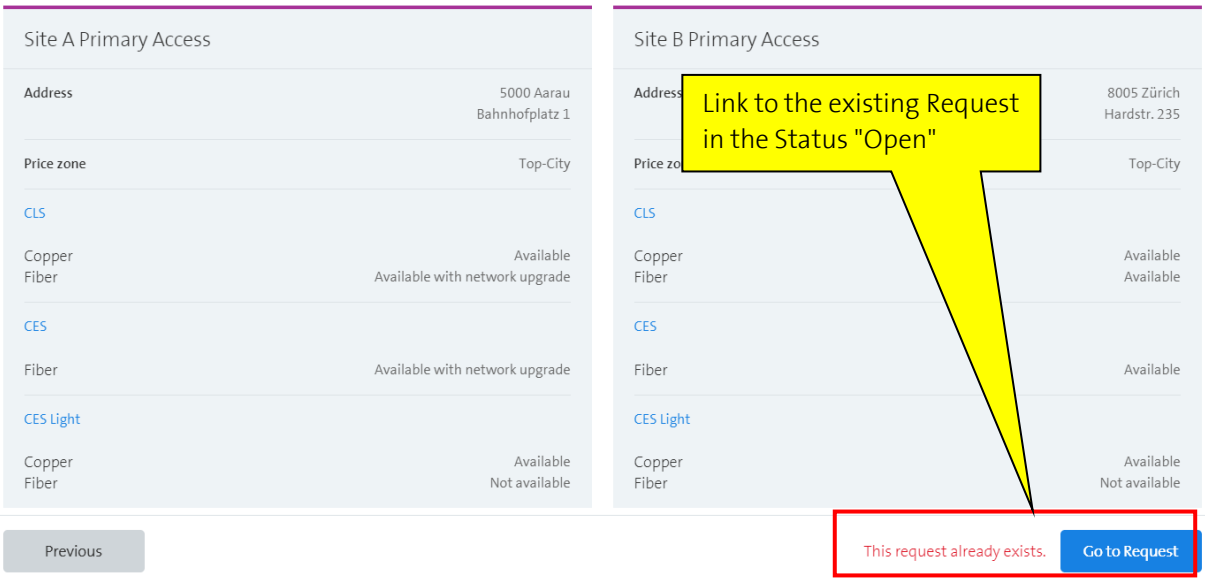
20.2.1 Allowing more than one Request with identical addresses

In the following example, there already exists a Request for these two addresses. Now, a new Request is to be created for a different use case. This was not possible before Release 3.2.0.9



Now, it is possible to create a new Request with a different title if the existing Request has any status but "Open".

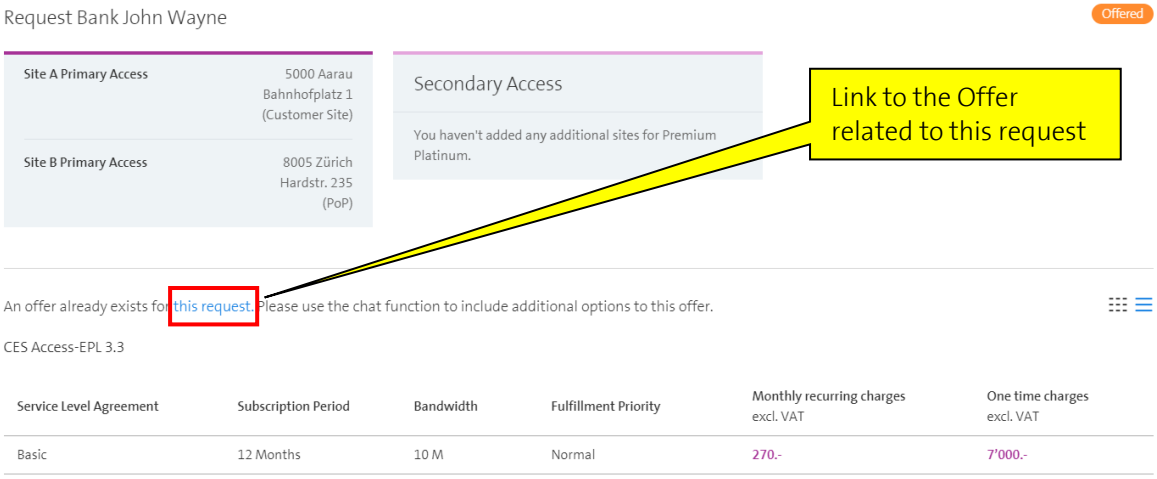
On the other hand, if the existing Request is in the status "Open" and you try to create a new Request with identical addresses, the portal will guide you to the existing Request. For a particular address combination, only one request in the status "Open" is allowed, to avoid data duplication.



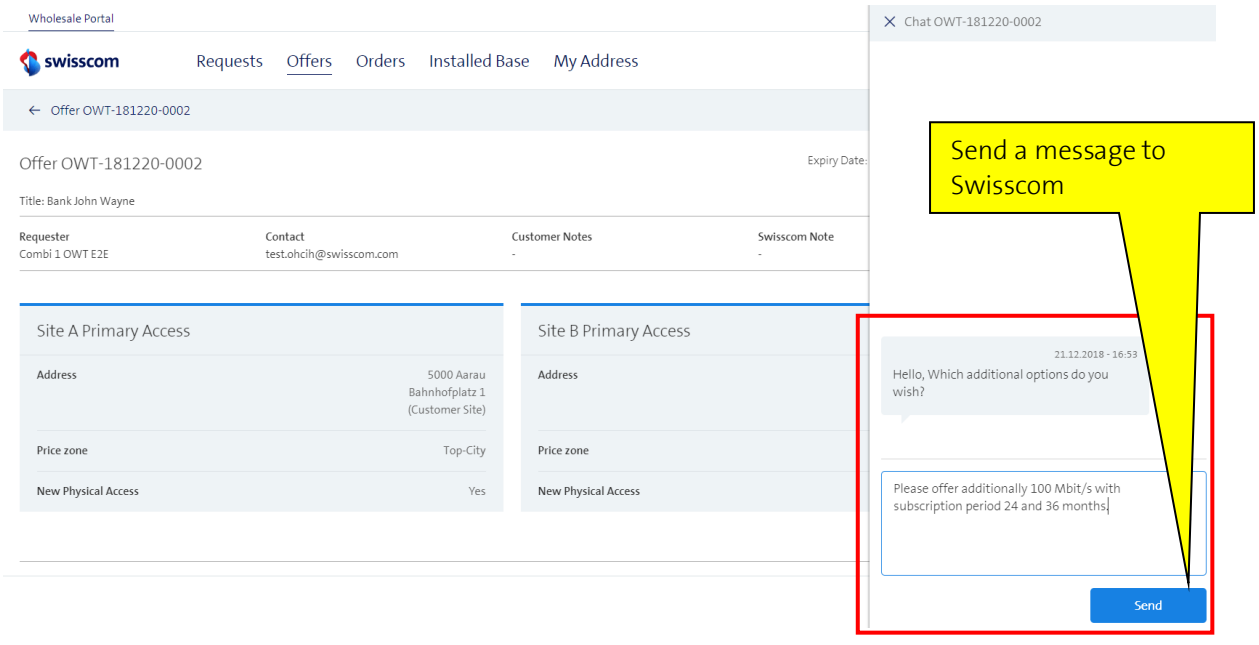
20.2.2 Adding additional options to a running Offer

In the following example, the prices of additional options to the Request "Bank John Wayne" are requested. There is already a running Offer related to this Request. As the process is already further ahead, modifications will not be done anymore in the Request but in the Offer.

When you display this Request, you will see a hint about how to proceed.



This link guides you to a chat window of the respective Offer from where you can send a plain text message to Swisscom.

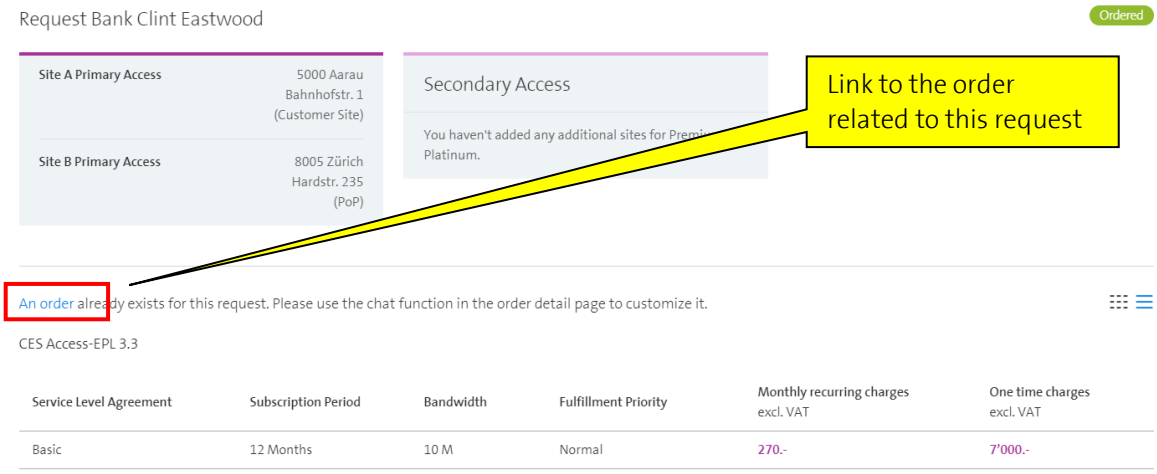


Thereafter, Swisscom will amend the Offer accordingly and send you the new Offer the same way as the initial one.

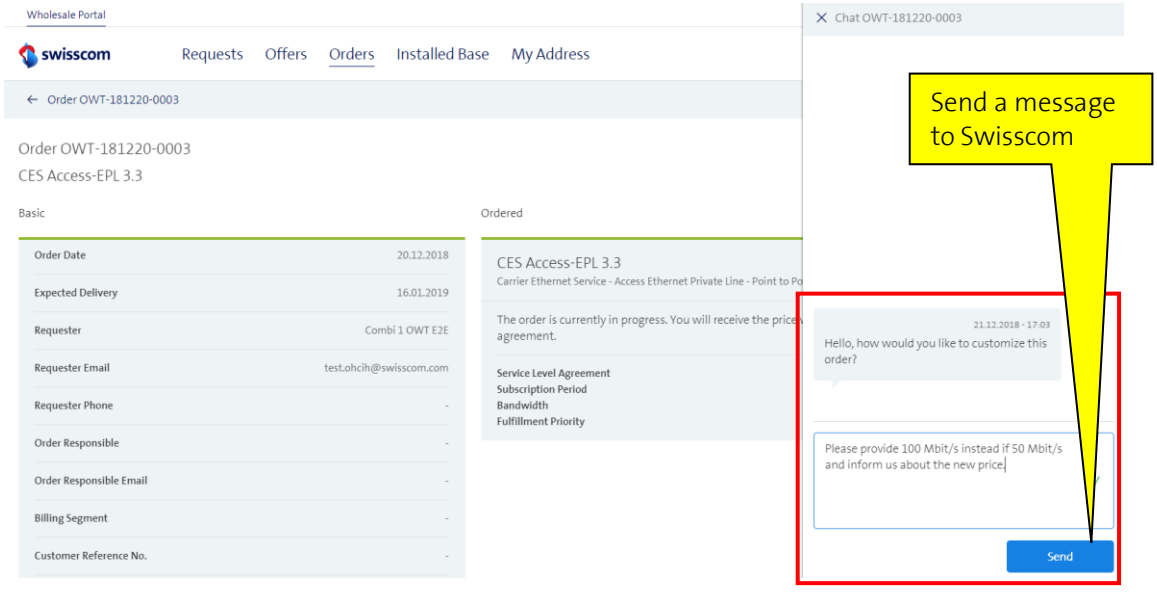
20.2.3 Changing a running Order

In the following example, a change of the running Order for the "Bank Cint Eastwood" is requested. As the process is already further ahead, modification will not be done anymore in the Request but in the Order.

When you display this Request, you will see a hint about how to proceed.



This links guides you to a chat window of the respective Order from where you can send a plain text message to Swisscom.

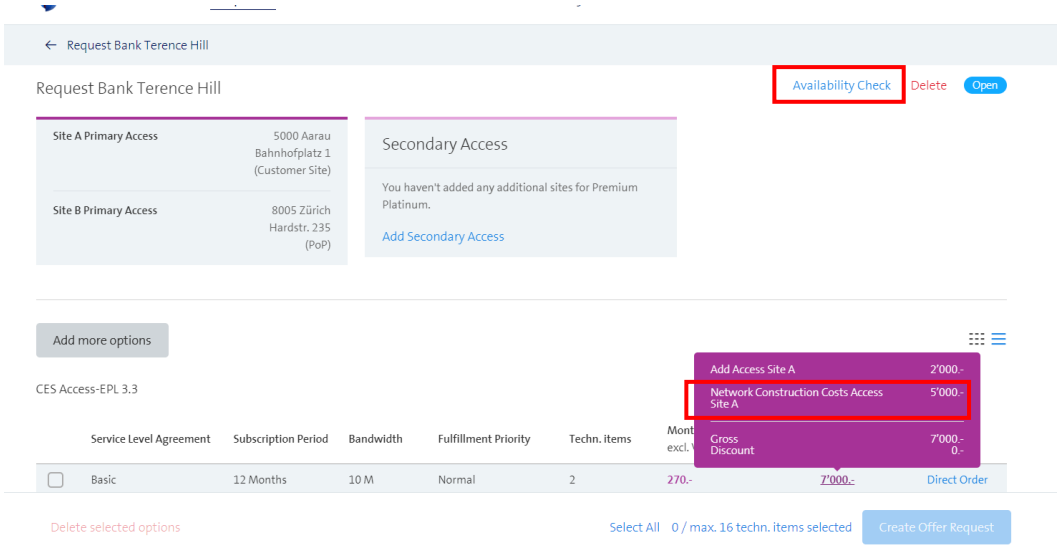


If the change is technically feasible and if the Order is not too far ahead to be changed, Swisscom will modify the Order according to your Request.

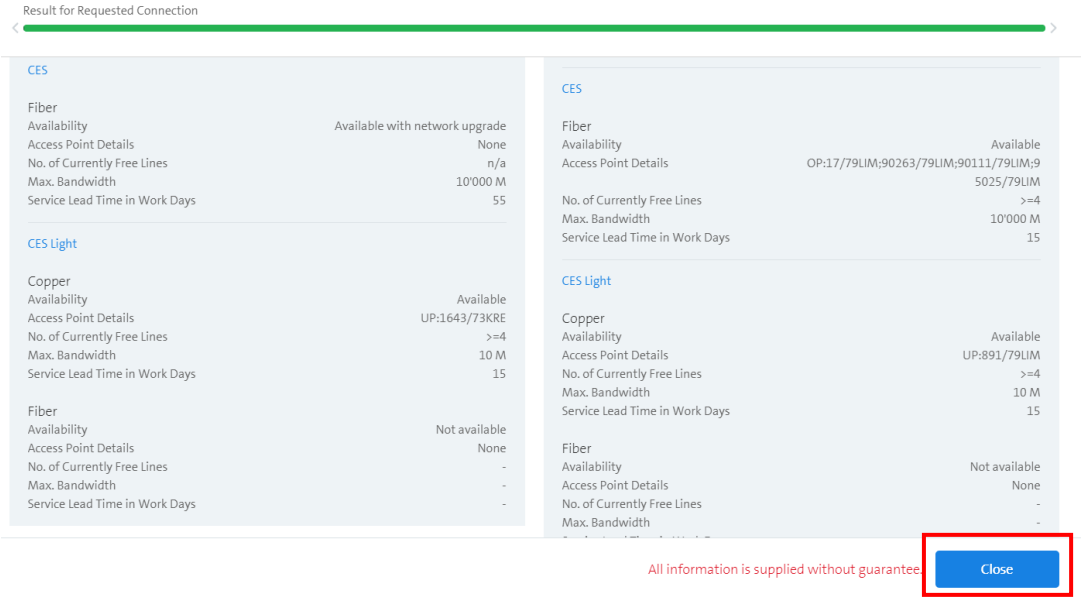
20.2.4 Repeat availability check before Direct Order

Already before Release 3.2.0.7, you could order a Service directly based om a Request (i.e. Direct Order). However, the availability check, done some time before when creating the Request might be outdated in some cases. For example, a network upgrade may have taken places or the one available fibres may have been used for other purposes in the meantime.

You have now the possibility to verify if the availability is still the same or if it has been changed in the meantime.



After the availability check, you will see all availability information again including the service delivery time.

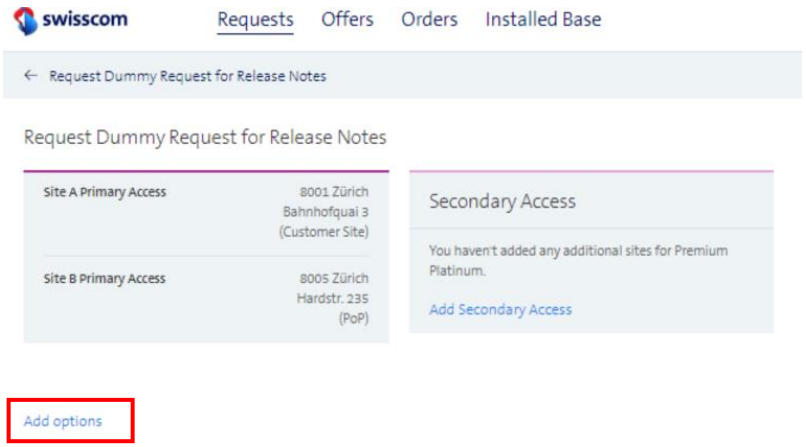


21 Release 3.2.0.7 (available from 15th November 2018)

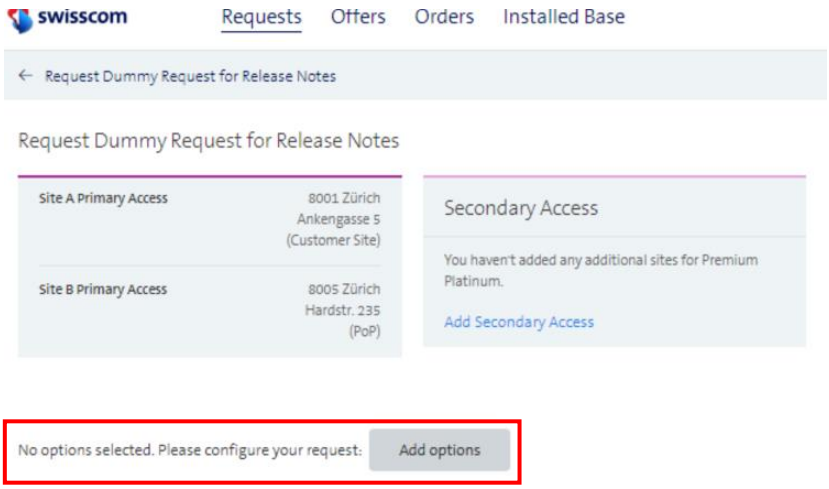
21.1 Improved labelling of some menu buttons

Some labellings of menu buttons to add options to a request have been improved. For an improved user guidance, the labelling is now different, either if the first option or subsequent options are to be added to a request.

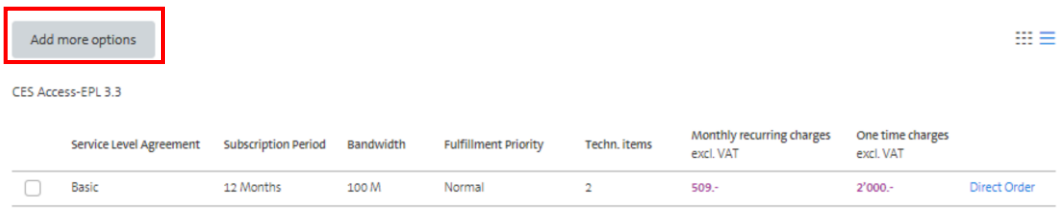
Before this Release



After this Release (no option has been added yet)

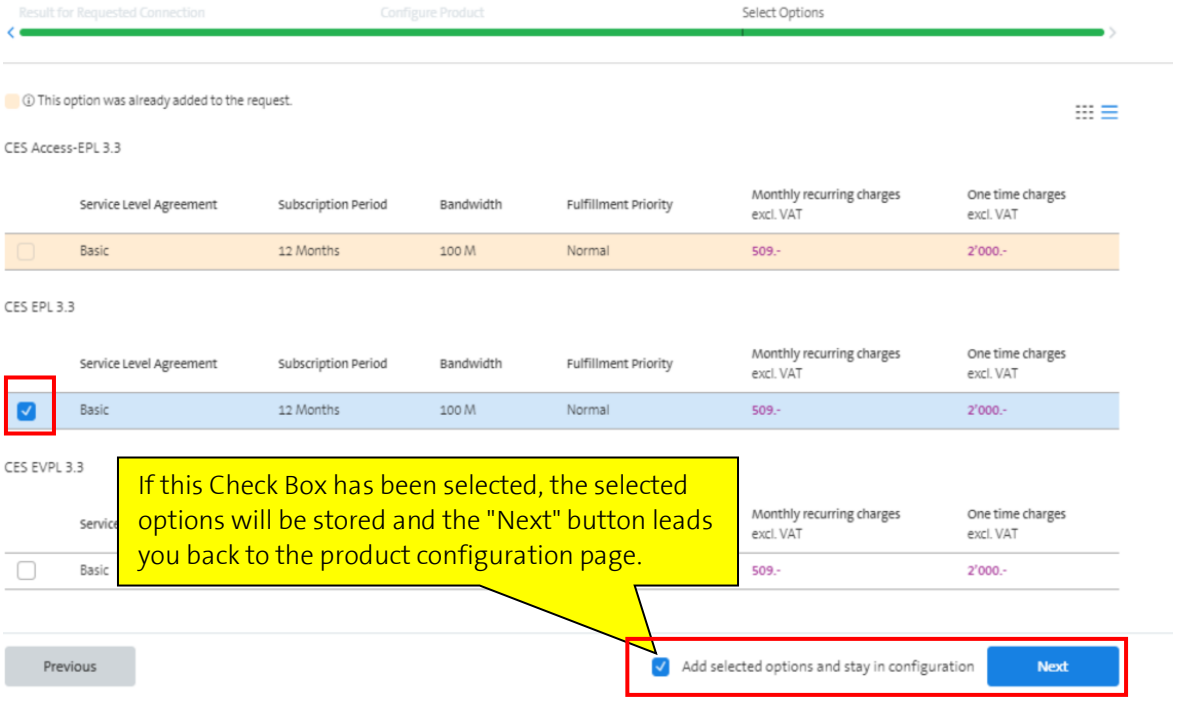


After this release (one or more options have previously been added)

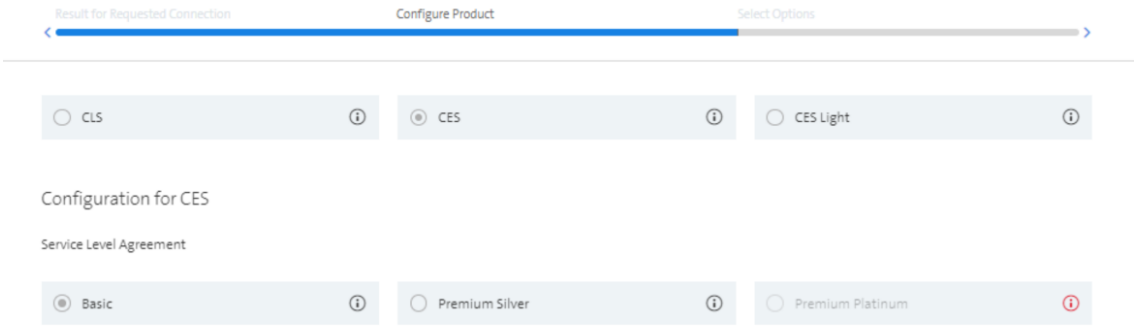


As before, you can add several options to a request. For an improved user guidance, the labellings of the related menu buttons have been improved.

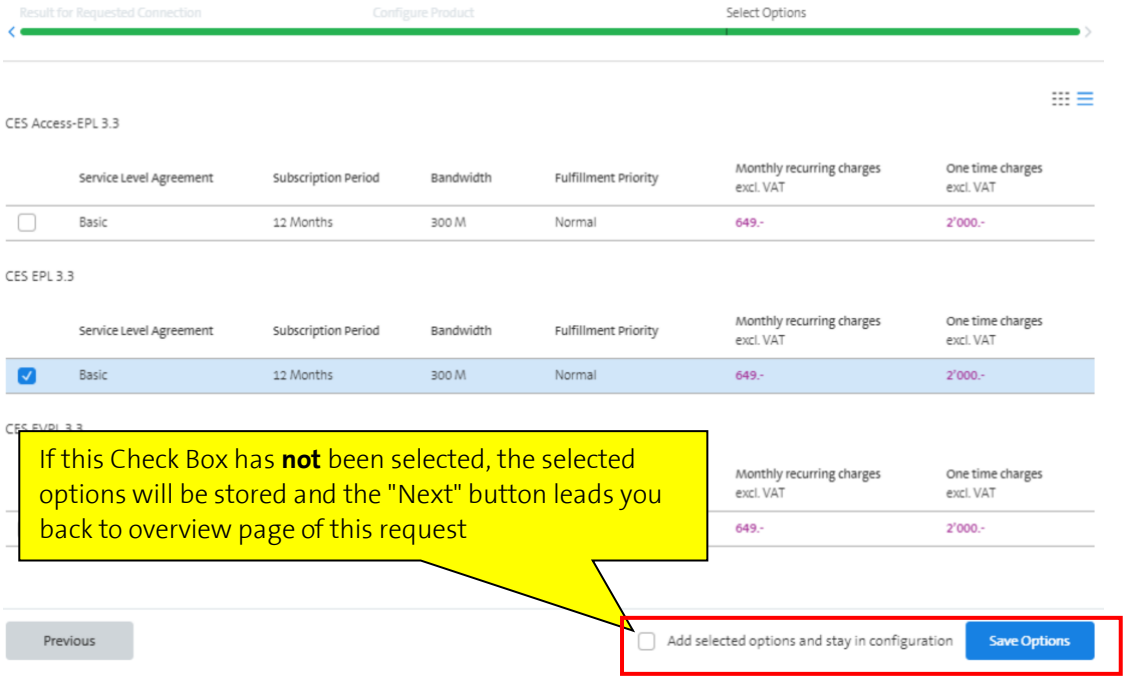
Case 1: You want to save one or more of the displayed options and thereafter request another option



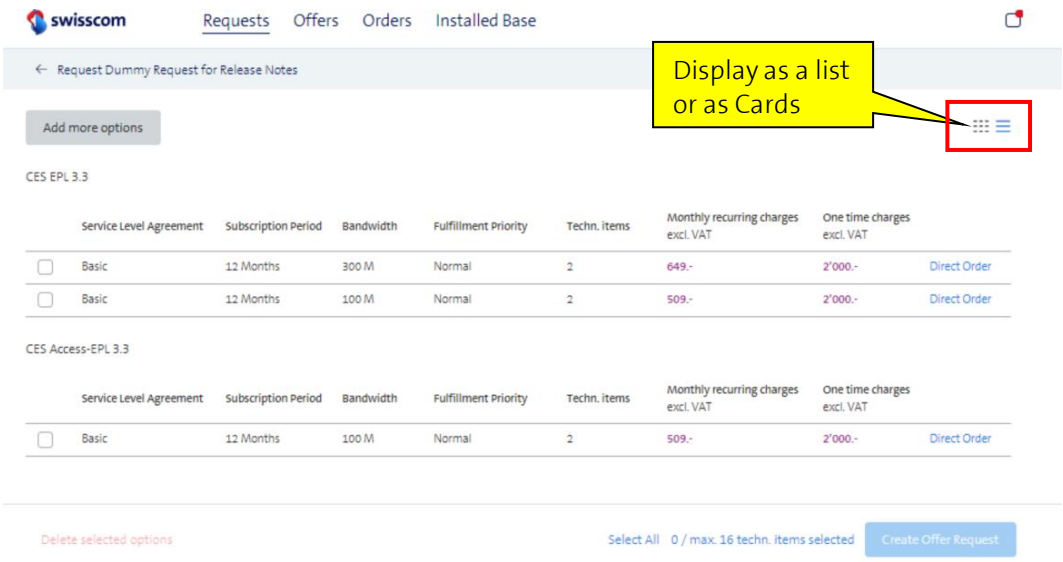
Next, you can configure additional options and proceed like before.



Case 2: You want to save one or more of the displayed options but request no further options

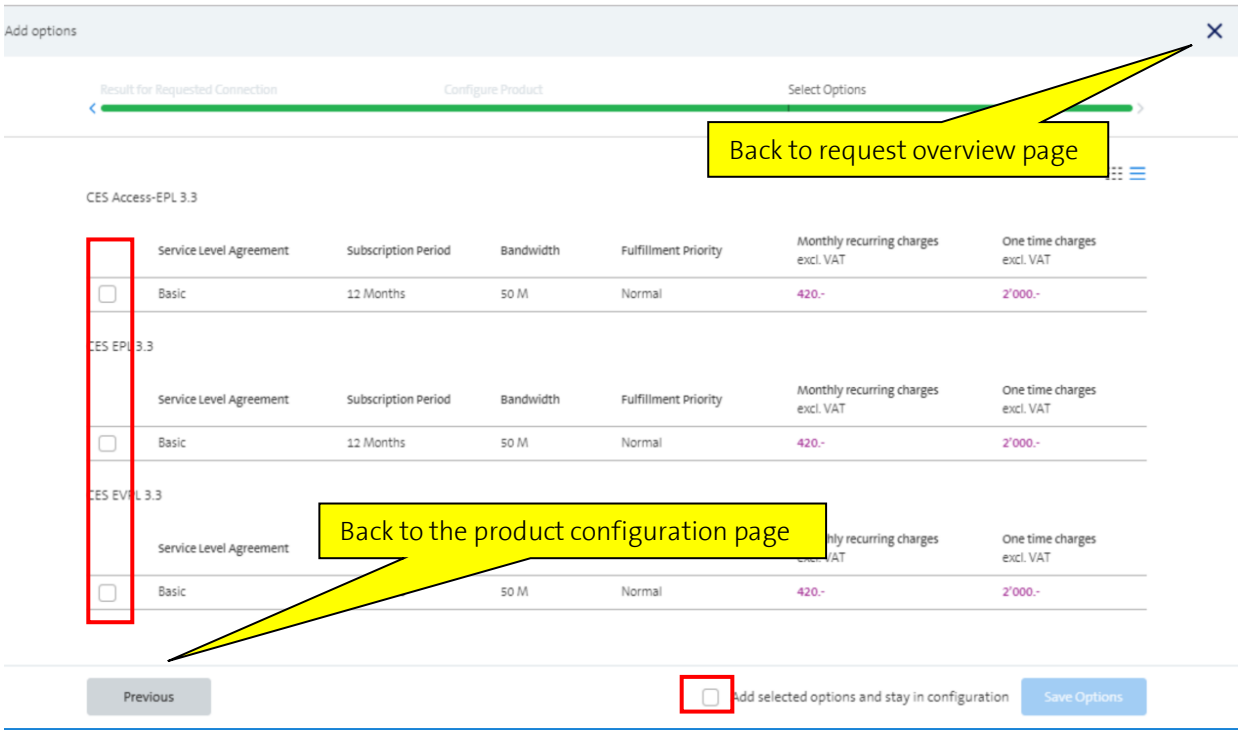


The stored options can be displayed as list or as cards.



Case 3: You do not want to save any of the displayed options

If no check box has been selected, you can either jump back to the request overview or back to the product configuration page.



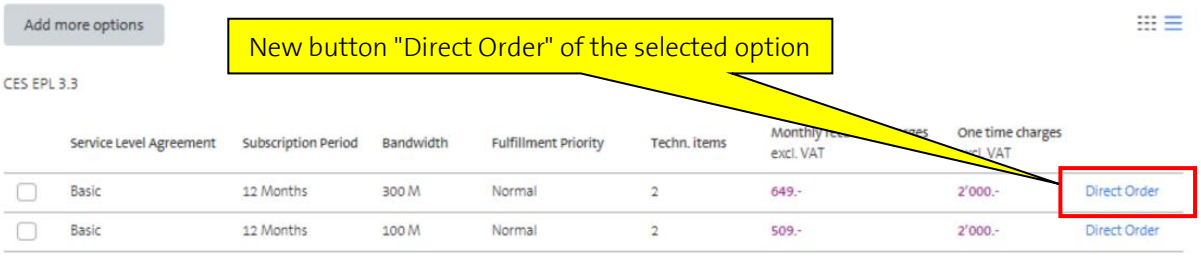
21.2 Solved bug when adding of CLS Platinum options to a request

If you wanted to add a CLS Platinum option to a request, you received an error message. This issue is solved now. You may now add any option of the standard Data Services product portfolio of Swisscom Wholesale.

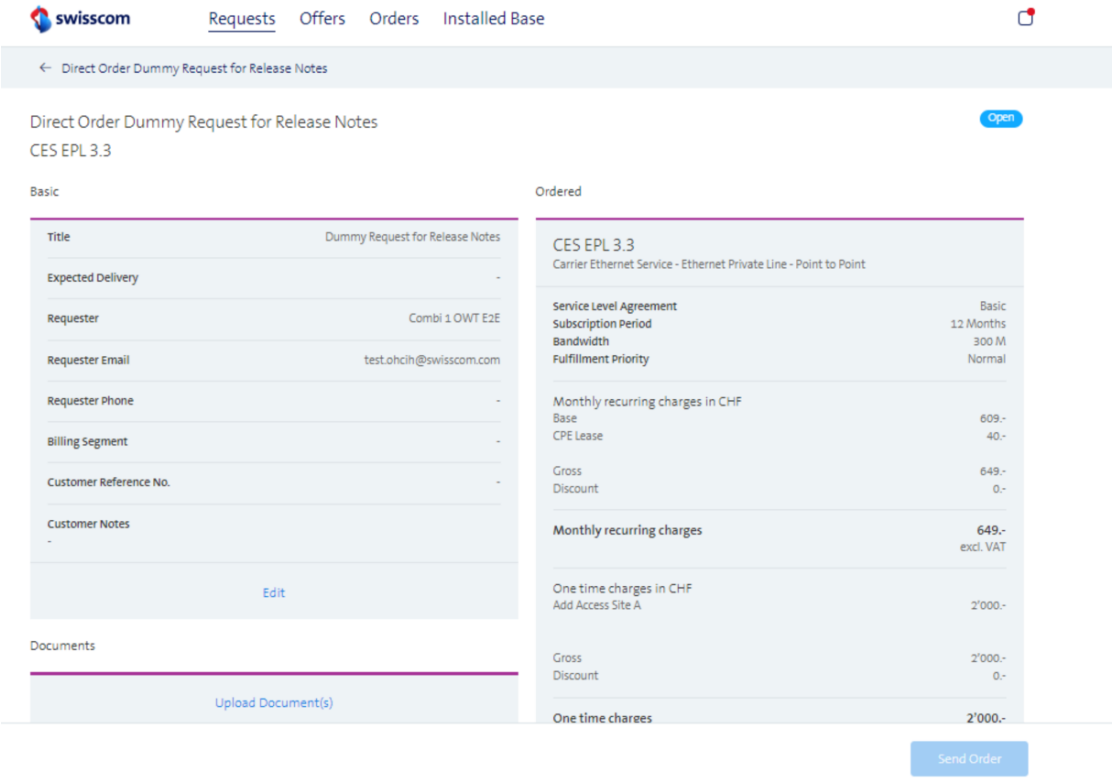
21.3 New Feature "Direct Order"

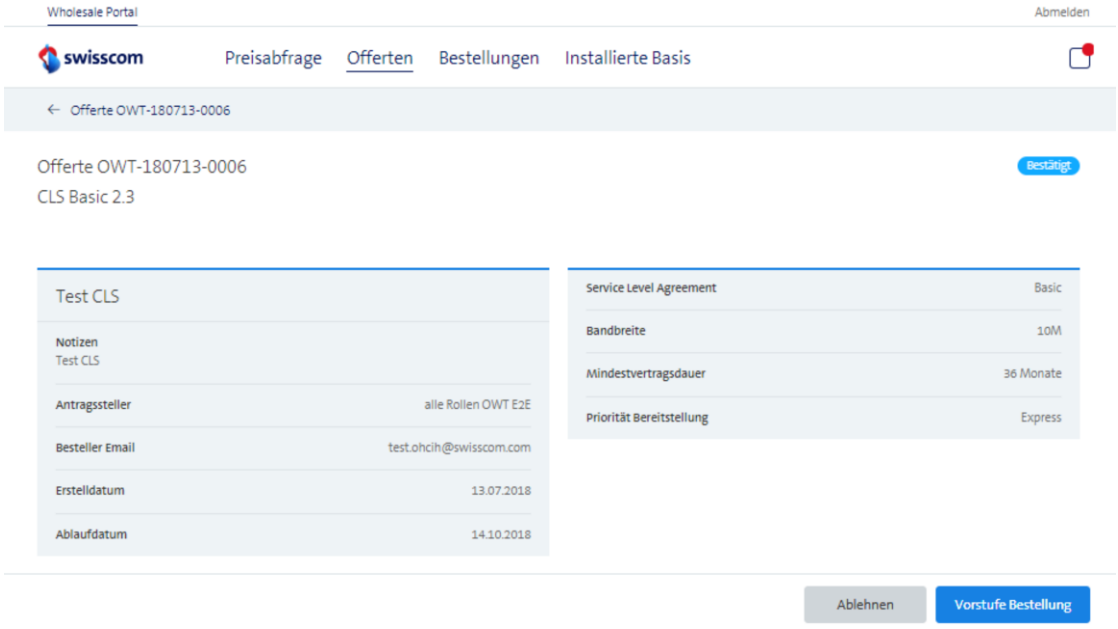
Before the release, only orders based on a specific Offer was possible.

Now, you have the additional possibility to order Data Services with the SLAs Basic, Basic Light, Premium Silver and Silver Light directly without requesting an Offer first.



After clicking on the menu button "Direct Order", you will see the same order entry page as you know already from the order based on Offer.



The next steps are the same ones as in the Offer-based order.

The button "Send Order" will only be highlighted after the mandatory information has been entered.