

## SME Combo "Fiber Power"

# Internet and telephony in the combination package

The future-proof 2-in-1 solution for your SME. Fiber Power from UPC Business provides you with a perfect communications infrastructure. Fiber Power is suitable for anyone who wants to benefit from a high-performance Internet connection and modern telephony with numerous additional functions.

### Internet

The modern, future-proof cable network, which consists of more than 95% optical fiber, enables UPC Business to offer ultra fast Internet services at fair prices. Today, download speeds of up to 500 Mbit/s are available throughout Switzerland from almost all TV sockets, even in more rural areas. Being a member of a T1 carrier means that UPC Business is linked to the most important Internet exchange points around the globe. The UPC Business core network has redundant connections to the Internet in Zurich and Geneva. This means that UPC Business can guarantee a high level of national and international availability.

Two subscription options are available: with dynamic or static IP addresses.

#### Internet with a dynamic IP address

This option is suitable for all companies that do not require static IP addresses. Setting up the Internet connection does not require any particular technical skills (Plug & Play).

#### Internet with static IP addresses

Companies operating their own mail or web server, for example, can use the subscription option with static IP addresses. In this case, the customer assumes the technical responsibility for the local network functions of the firewall, DHCP server and WLAN.

### Telephony

Digital telephony from UPC Business covers all your needs when you don't require your own switchboard but nevertheless want to benefit from valuable telephony functions. The service includes two lines that can be used in parallel (can be extended to up to 9 lines). Numerous useful functions are also available, such as: call transfer, call forwarding, hold, 3-way conference, integrated voice mailbox (for each call number) and a fax service. And all these functions are easy to manage via the web-based telephony portal.

#### Customised solution

Digital telephony from UPC Business provides a tailor-made solution to all your requirements. Extra lines can easily be added at any time. The offer can be extended with a selection of desk or cordless handsets. Analogue lines are also available, e.g. for fax.

#### Your benefits at a glance:

- High-performance Internet access
- Voice portal for managing your telephone system
- Numerous functions: call transfer and forwarding, telephone conferences and much more
- Cheap calls with Flatrate Swiss or Flatrate Global

## Standard features Internet & telephony

|                       |   |
|-----------------------|---|
| Fault line            | 7 × 24: 24 hours / 365 days                               |
| Support time          | 5 × 11: Monday to Friday, from 7:00 am to 6:00 pm         |
| Service Level "Basic" | Fault elimination within 24 hours during the support time |

## Standardeigenschaften Internet

|                           |  |                 |               |
|---------------------------|--|-----------------|---------------|
| Network connection device | Managed Router (CPE)                         |                 |               |
| Bandwidths                | <b>Service</b>                               | <b>Download</b> | <b>Upload</b> |
|                           | Business Internet Fiber Power Basic          | 50 Mbit/s       | 5 Mbit/s      |
|                           | Business Internet Fiber Power Smart          | 100 Mbit/s      | 10 Mbit/s     |
|                           | Business Internet Fiber Power Turbo          | 150 Mbit/s      | 15 Mbit/s     |
|                           | Business Internet Fiber Power Ultra          | 500 Mbit/s      | 50 Mbit/s     |
| Network connection        | Coaxial HF network (TV socket), fiber optics |                 |               |

### Option with dynamic IP address

|          |  |
|----------|--|
| Ethernet | 4 × 10/100/1,000BaseT  |
| DHCP     | Configurable DHCP server   |
| Firewall | Stateful Firewall  |
| WLAN     | Configurable WLAN access point (radio: 802.11b/g/n, security: 802.11b/g) |

### Option with static IP addresses

|                      |  |
|----------------------|--|
| Ethernet             | 2 × 10/100/1,000BaseT<br>(2 ports are reserved for Business Voice IP-PBX/ISDN-PBX) |
| DHCP, firewall, WLAN | These network functions are managed by the customer                                |
| Fixed IP addresses   | 4, one of which can be freely used   |

## Options Internet

|                            |  |
|----------------------------|--|
| Additional IP addresses    | 8 static IP addresses, 5 of which can be freely used<br>16 static IP addresses, 13 of which can be freely used<br>32 static IP addresses, 29 of which can be freely used |
| Protection against outages | Secure protection against outages of your Internet access by means of a backup line (Fiber Power SECURE)   |

## Standard features telephony

|                         |  |
|-------------------------|--|
| Network connection      | Ethernet (RJ45)  |
| End device              | Panasonic KX-UT123 desk phone; Panasonic TGP500 cordless telephone; connection adapter for fax machine with 2 ports; Groundwire mobile client app from Acrobats; Web Fax integrated into web portal  |
| Call numbers            | 2 telephone lines included (1 per end device)<br>Existing call numbers can be ported by UPC Business   |
| Telephony functions     | Hold; call waiting; call transfer; call forwarding unconditional, if busy or no answer; 3-way conference; mute; hands-free; calling line identification presentation (CLIP); calling line identification restriction (CLIR); reject unknown numbers; block outgoing connections; list of missed calls and last calls; entry in telephone book and in emergency call database |
| Voice mailbox functions | Voice mailbox for each call number; forwarding of incoming voicemails to an e-mail address; multilingual menu guidance   |
| Web Fax                 | Fax number for sending and receiving fax messages, administration via web portal   |
| Web portal              | The web interface is used by the administrator to configure the connection and by every user to retrieve call statistics in real time, to send faxes and set up call redirections  |

## Options telephony

|  |  |
|--|--|
| Call numbers   | Can be extended to up to 9 lines that can be used in parallel                                  |
| Abbreviated numbers                                      | Convenient 3-digit speed dials within the company  |
| Number of call sequence                                  | The main number rings out on all desired telephones when calls are received                    |
| On-hold music  | Your choice of music or a voice message to be played while callers are on hold                 |
| Inbound call center with up to 10 agents                 | Agent log-in/log-off, control, queue and statistics functions                                  |
| Telephone conference                                     | Hold audio conferences with up to 10 or 20 subscribers   |
| Switchboard workstation                                  | Central switchboard for accepting calls by mouse click or forwarding them via drag and drop    |
| IVR (automatic caller guidance)                          | Targeted transfer of calls to the appropriate contact person                                   |
| Mobile flat rate (500 min. to all Swiss mobile networks) | 500 call minutes are included per month for all telephone numbers to all Swiss mobile networks |
| UC-Client (Unified Communications)                       | Includes functions such as softphone, chat, calendar and desktop sharing                       |

The details in this document do not constitute a binding offer.  
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