SME SecureConnect

Service Description

SecureConnect is a universal service for secure internet access, voice services and TV. Thanks to its modular service architecture, the scope of services grows individually and seamlessly with the customer's needs. The optimal connectivity technology with the best possible performance is selected automatically.

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1 Service Overview

SME SecureConnect ("SecureConnect") provides a modular and scalable service for all companies, regardless of their size, to meet internal and external network requirements. Thanks to tailored additional options, the scope of SecureConnect can be extended simply and dynamically.

1.1 Description and Service Architecture

SecureConnect is a universal service for internet access with integrated security features, voice services and TV. Thanks to the modular service architecture described below, the scope of services grows individually and seamlessly with your needs[1]. The optimal access technology with the best possible performance is selected automatically whether via copper, fiber or mobile 5G. The «Mobile Backup» option increases service availability.

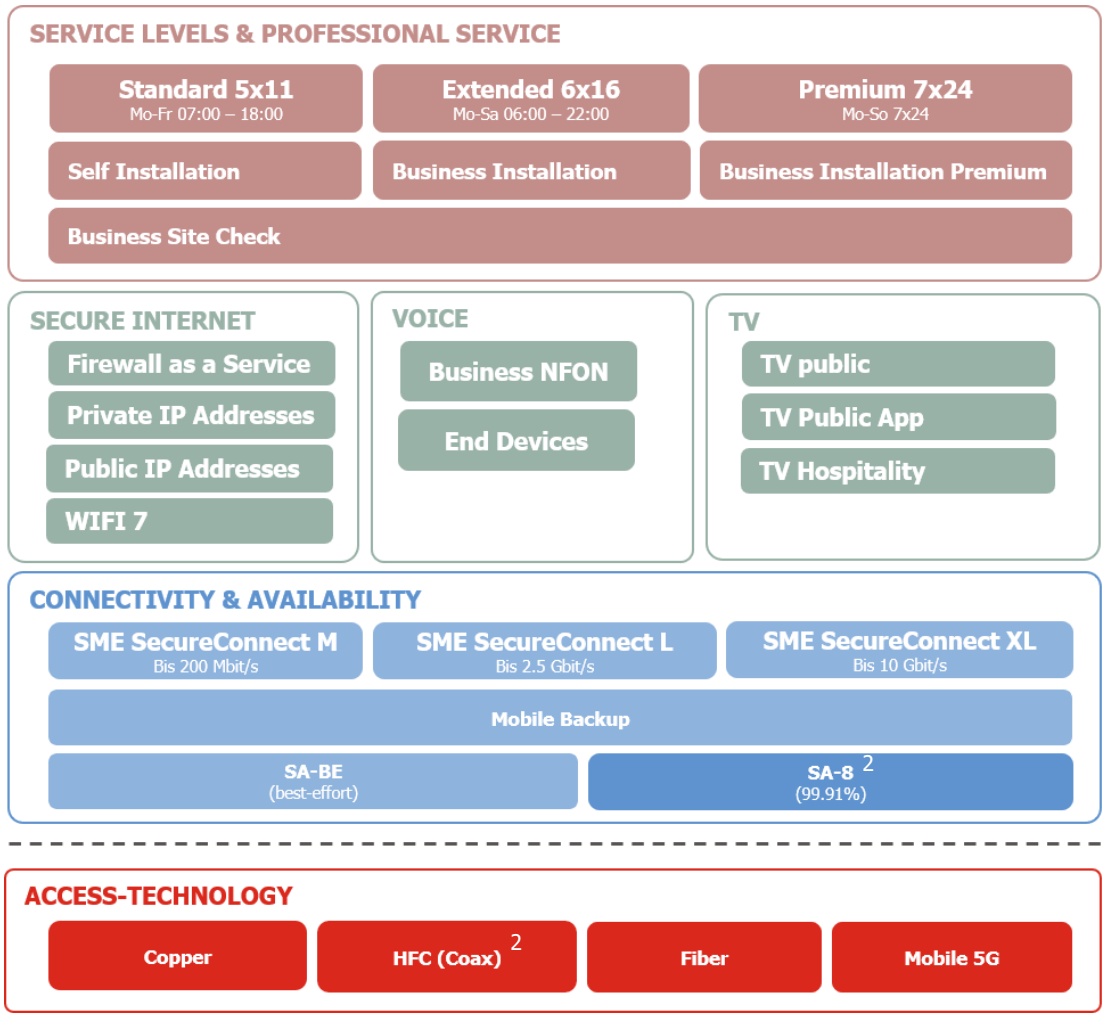


Figure 1: Service architecture

[1] The functionalities described in this Service Description may be included in the standard service package or may be available as chargeable options. The scope of services and applicable fees are determined exclusively by the applicable Order.
[2] Access technology HFC and service availability option SA-8 are available from 2027 onwards

1.2 Services

SecureConnect supports a range of services. The services you require can be delivered simultaneously over a single access technology or over redundant ones.

1.2.1 Secure Internet

The Sunrise internet backbone AS6730 offers high performance, short response times, high redundancy and outstanding[3] national and international connectivity. It is based on the Sunrise fiber network covering Switzerland.

The SecureConnect service is not only high-performing and secure through the use of Sunrise's network; it has also been extended with central, network-based security components. These provide DNS, web filter and firewall protection functions at three different levels: low, medium and high.

Profile	Security level	DNS	FWaaS	Web filter
1	Low	active	active	Off
2				On
3	Medium	active	active	Off
4				On
5	High	active	active	Off
6				On

Table 1: Security profiles

For SecureConnect services with private IP addresses, Sunrise applies «Profile 4 – Medium including web filter» as standard. At the customer's request, the profiles can be adjusted per site in line with their needs and security requirements.

For SecureConnect services with public IP addresses, Sunrise assumes that customers have their own on-site security infrastructure to protect their applications. The network-based firewall and web filter functions are therefore deactivated. Basic DNS protection is also included in this profile.

Profile	Security level	DNS	FWaaS	Web filter
7	Public IP	active	Off	Off

Table 2: Security profile with fix public IP addresses

If a selected profile blocks access to a website or a service, the user is informed accordingly.

1.2.2 Voice Services

The voice service included in SecureConnect is based on Business NFON, a cloud-based PBX solution that offers a broad range of functionalities and available components.

The platform is continuously enhanced with new features, which are then also available within the bundle.

Customers receive their own NFON environment, which they can configure themselves or together with their partner in line with their operational requirements. If you lack the time or the necessary expertise, Sunrise offers support through its service packages – see Professional Services, chapter 1.6.

Hardware (telephones, network switch, DECT, PC) is not included in the scope of services.

[3] connect Festnetztest 2025

1.2.3 BusinessTV

The Sunrise Business TV offerings are «over-the-top» services that deliver a home-like TV experience in hotels or care organisations. The SecureConnect service supports data traffic for these services through a direct connection to the TV platform.

1.3 Connectivity

1.3.1 Bandwidth Profiles

Depending on the access technology, several bandwidth profiles are available to you.

		Copper	HFC [4] (Coax)	Fiber	Mobile 5G	Mobile Backup
SecureConnect M	Up to 200 Mb/s	x	x	x	x	x
SecureConnect L	Up to 2.5 Gb/s		x	x		x
SecureConnect XL	Up to 10 Gb/s			x		x

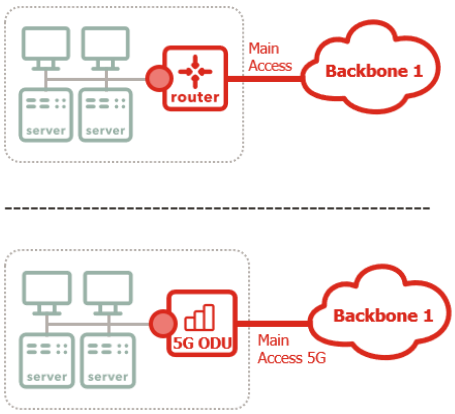
Table 3: Bandwidth profiles and access-types

Not all access technologies are available at every site.

Sunrise always endeavours to use the access with the highest possible bandwidth, irrespective of the bandwidth profile ordered. This enables a seamless change of profile should the requirements for the site change.

1.3.2 Service Availability and Access Topologies

For business-critical applications and use cases, service availability can be increased individually. The table shows the various availability levels and the technical setup (access and CPE). Service availability is calculated on an annual basis.

Access topology	Description
	**Best-Effort** Wireline or mobile access topology – depending on availability at the customer site. Bandwidth profiles vary according to the access technology available

[4] Available from 2027 onwards

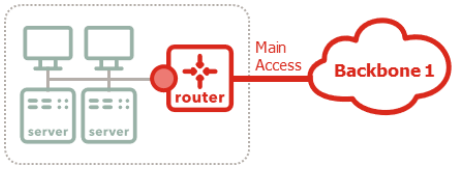
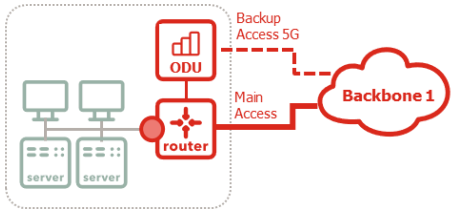
Access topology	Description
	**SA-8[5] – 99.91% per year** Single access topology for standard applications and sites, available for all wireline access types. Bandwidth profiles vary according to the access technology available.
	**Mobile Backup** For sites with higher requirements for reachability or access to (cloud) applications. With private IP addresses, switchover to the mobile 5G backup takes place automatically should the main wireline access fail. The same applies to switching back once the wireline access is available again. With public IP addresses, switchover remains manually. The option can be ordered for all wireline access types. Single CPE / external 5G device – The main and second access terminate on a single CPE with a separate 5G device for the mobile backup. Second access – The backup access via mobile 5G is an immediately deployable substitute; bandwidth quality is best-effort only.

Table 4: Availability and access topology options

[5] Available from 2027 onwards

1.4 Additional Options

1.4.1 Fixed Public IP Addresses (PA) for the Internet

Fixed public IPv4 addresses (up to subnet sizes of /27) can be provided where required. IP addresses are assigned from the Sunrise Business IP address range (Provider Aggregated, PA). For technical reasons, three IP addresses of each subnet cannot be used by the customer – with four IP addresses, for example, only one address is freely available for use. Once the Sunrise service is terminated, the IP addresses automatically return to the Sunrise pool.

Optional: AAAA records and reverse DNS records on the Sunrise Business DNS servers (primary or slave)

1.4.2 Mobile Backup

To ensure you can continue working and remain reachable even if the wireline access fails, the service can optionally be extended with a second, mobile access. For this purpose, Sunrise supplies a second device (including SIM), which is configured automatically via the Sunrise network and, in combination with the main connection, enhances service resilience and with that, can secure the service, but does not guarantee uninterrupted availability. Availability, performance and functionality depend on mobile network coverage and may differ from the primary connection (also according to section 4.2 below).

This combination of connections is also well suited to starting operations while the wireline path is still being built.

When using private IP addresses

The service handover point is located at the wireline CPE, regardless of which access technology is currently in use.

The CPE detects a problem on the main connection and switches automatically to the back-up path, and back again as soon as the main connection is available once more.

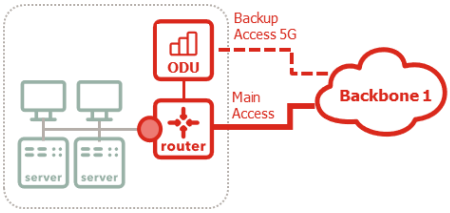


Figure 2: Mobile backup with private IP addresses – automated handover

Within a public IP set-up

In this set-up, there is no automatic switchover between the devices. The main connection takes priority over the mobile one. In the event of an outage, the mobile access is activated to provide the same public IP addresses at the LAN port of the back-up device. Switching the LAN cable to the backup device is performed manually by the customer.

In this set-up, connection to a switched infrastructure should be avoided.

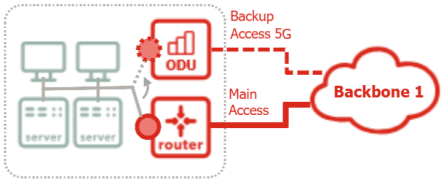


Figure 3: Mobile back-up with public IP addresses – manual handover

1.4.3 Phone Numbers

Phone numbers can of course be ported to Sunrise. Should you require additional individual numbers or number blocks, these can readily be ordered from Sunrise and activated.

In addition to geographic numbers, this also includes business customer numbers (058).

1.4.4 Device Purchase

WLAN environment

If your office environment spans large office environments or has an irregular layout, Sunrise offers you the option of purchasing Fritz WiFi extenders. These connect easily to the CPE supplied as part of SecureConnect, extending the WiFi 7 experience across the area.

Telephony

Sunrise offers you a device portfolio (Yealink and Gigaset) of IP phones, DECT and desk devices as well as analogue adapters (ATA box) for purchase. These integrate easily into the Business NFON environment.[6]

Customers are of course free to build on their existing device pool. Where devices cannot be provisioned, Sunrise may in exceptional cases release the SIP credentials for manual configuration. With this handover, the obligation to protect these credentials, and the risk in the event of misuse (fraud) following their loss, passes to the customer.

[6] NFON certified devices:
https://www.nfon.com/en/service/documentation/overviews/product-overviews/certified-devices/

1.5 CPE Configuration Options

The SecureConnect portfolio uses CPEs from FRITZ. At commissioning, the devices are automatically loaded with the latest software and the customer-specific service configuration. While customers have no access to the connection-specific configurations, the extended functions in the «Internet», «Home Network», «WLAN» and «Smart Home» areas are open for use. The default values can either be left unchanged or adapted to your own requirements.

Standard configuration supported by the CPE

- Static IP routing
- Internet filter – as a possible extension to the network-side security levels
- LAN port configuration
- DynDNS[7]

Options only available to the private IP use case - not for public IP

- DHCP server
- WLAN configurations as well as WLAN security and time control

Important to know!

Sunrise leaves you with the option of adapting the CPE configuration to your needs but cannot provide any guarantees as to its functioning.

Should individual configurations lead to an interruption of the SecureConnect service, Sunrise will reset the CPE to its original delivery state.

Should the device be replaced due to a defect, the replacement device will be delivered in its original state, i.e. without your extensions. It is therefore advisable to save your settings in a backup file (System -> Backup).

[7] This service is blocked in the security profile "high"

1.6 Professional Services

1.6.1 Business Site Check

Business Site Check is a standalone service that can be booked independently of the installation option you choose afterwards. A technician checks on site whether your premises are suitable for both internet and phone installation, in a single visit, and provides you with a written summary of the findings together with a recommendation.

Business Site Check is always chargeable when booked and does not include any remediation or installation work; any follow-up identified is booked separately as Self-Installation, Installation Business, or Installation Premium. It is recommended whenever suitability is genuinely unclear, so this can be resolved before installation and before you cancel any previous provider.

1.6.2 Business Installation

For premises with up to 12 users/licences, Sunrise Business installs and configures your internet connection and phone system in a single combined appointment of approximately 120 minutes.

This appointment includes:

- Connecting and configuring the router for your internet access.
- Installing and configuring up to 12 users.
- Testing calls, transfers and voicemail, and confirming everything works as expected.
- A short walkthrough of basic usage before the technician leaves.

Devices, licences or work beyond 12 units are quoted and invoiced separately, based on the actual effort involved.

1.6.3 Business Installation Premium

For premises with up to 100 users/licences, Installation Premium includes all elements of Installation Business, together with any of the following options you have ordered: Fixed IP configuration, Mobile Backup configuration, WiFi range extension, or TV connection.

- Additional users beyond the first 12 (up to 100 in total) are configured and installed.
- Advanced phone system configuration — such as call routing, ring groups, queues, or optional licences — is available on request.
- Users, licences, or work exceeding 100 units will be quoted and invoiced separately, based on the actual effort involved.

2 Commissioning

2.1 Self-Installation

Self-Installation is the default option. You install the pre-configured device yourself, using the instructions supplied with the hardware. No appointment or on-site visit is required.

2.2 Service Access Point

Sunrise Business attaches great importance to the high quality and availability of its devices. Only business-class devices are used for services managed by Sunrise. The Service Access Point (SAP) is always the LAN port on the managed router (CPE). The CPE is continuously monitored, and in the event of outages appropriate measures are taken on the basis of the support level selected.

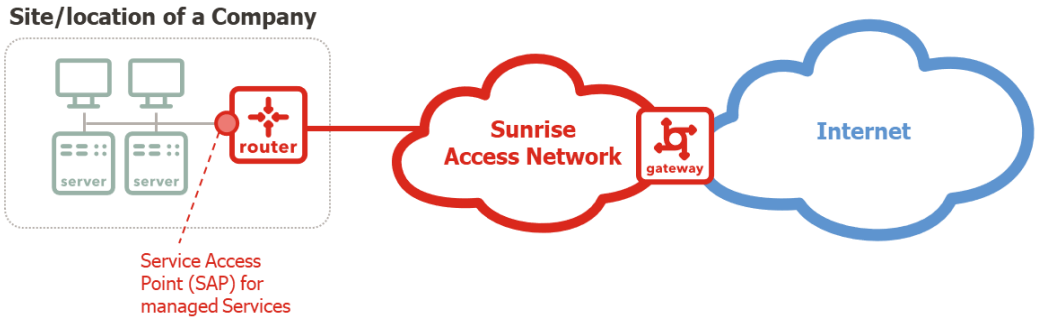


Figure 4: Service Access Point of the Service

Even where Sunrise sells devices for WLAN extension or telephony end devices, the SME SecureConnect service handover point remains unchanged. Sunrise is neither in charge of nor responsible for network quality on the LAN or WLAN side.

2.3 Feasibility

For services requiring an access line (fiber, copper or coax), the customer premises must be connected via a Sunrise PoP or be accessible at reasonable cost. In addition, the following applies:

- Connections via VDSL or based on g.fast:
  A sufficient number of free copper lines must be available.
- Connection via HFC:
  The property must be connected to the Sunrise network.
- Connection via fiber:
  The property must be connected to the Sunrise fiber network or that of a partner. The OTO ID at the installation site serves as identification.

2.4 In-house Cabling

The electrician costs for in-house cabling (fiber, coax, copper) are not part of the offer. Correct in-house cabling and its operation on the customer's own premises are the customer's responsibility.

2.5 Delivery Times

Service provisioning generally takes place within the standard delivery times defined in the service description. Sunrise Business bears no responsibility for postponements resulting from delays outside of Sunrise's control, for example delays in in-house cabling or in customer applications. Depending on the access technology and access type, the following standard delivery times apply:

Access technology / type	Standard[8] delivery time
Mobile access 4G/5G	6 working days
Copper access (BBCS)	20 working days
Fiber access with existing OTO socket	20 working days
Fiber access without existing OTO socket / BEP-ready	40 working days

Table 5: Delivery times – Access technology

2.6 Responsibilities

Sunrise Business	Customer
Sunrise Business is responsible for service implementation, from order through to activation. We carry out this work in close coordination with you, ensuring that the following steps are carefully planned and efficiently executed: – Analysis of the order requirements – Planning the migration and activation of your service – Configuration of the required service elements – Installation and activation of the service by Sunrise Business, where this is included in the scope of services – Verification and acceptance of the agreed services The SecureConnect offering includes service provisioning for self-installation. Change requests and the reconfiguration of services in operation must be agreed separately.	Core technical data matters. We place just as much value, however, on clear responsibilities and competencies. This is how we ensure the service is delivered smoothly. We count on your active cooperation on the following points: – Please provide us with information that is as complete as possible, particularly regarding responsible contacts, contact details, etc. – Ensure the physical security of the CPE at the site (enclosed room, etc.) and, at the intended location, a stable climate as required for devices of this kind. – Where installation packages have been ordered: determine the location at which we can install the Sunrise customer router (CPE) and ensure that sufficient power outlets are available. Grant our technicians access to the site(s). – Ensure that your electrician has completed the cabling between the building entry point and the Sunrise CPE location (for copper-based connection types). – The electrician costs for the in-house installation of the connection are not included in the offer.

[8] "Standard" refers to the delivery timeframe ordinarily applicable under normal circumstances. It is indicative only and does not constitute a binding commitment or guarantee of delivery.

3 Operations

3.1 Contact channels

Please find here the various entry points related to the respective enquiries:

Contact for business customers | Sunrise Business

3.2 Network Monitoring and Maintenance

Sunrise monitors its IP network on a 24/7 basis. Sunrise Business actively monitors and safeguards the operation of all SecureConnect services in accordance with the agreed SLA. In the event of incidents, the fault will be addressed in accordance with the applicable support procedures.

3.3 Helpdesk and Support Hours

Customer support is available through the B2B support organization. Support requests can be submitted by telephone or through the Sunrise customer portal.

Fault reporting / helpdesk	Support hours	
Around the clock: 365 days a year	**Standard 5×11**	Monday to Friday, 07:00 to 18:00 [9]
	Extended 6×16	Monday to Saturday, 06:00 to 22:00 [9]
	Premium 7x24	365 days a year

Table 6: Support hours

3.4 Availability

Service availability is stated as the guaranteed maximum downtime in hours per measurement period (year) and applies to each Service Access Point (SAP). The required availability can be selected per site, e.g. SA-8 = 99.91% availability per year.

With the "Mobile Backup" option, an additional 5G outdoor device is installed in parallel to the main wireline connection. For optimal 5G performance, we recommend installation outside the building.

Availability	Max. downtime per year	# access lines	# CPEs	Redundancy
Best-Effort	–	1	1	–
SA-8[10] – 99.91% per year	8 hours	1	1	–
Mobile Backup	–	2 (one via 5G)	1	via mobile 5G

Table 7: Availability options

[9] Public holidays excluded
[10] Available from 2027 onwards

3.5 Changes

As your company grows, changes to the current service setup may become necessary. The following changes allow you to adapt the service to your new needs.

Changes are implemented during business hours.[11]

Type of change	Standard[12] delivery time
Bandwidth adjustment within the existing access technology and CPE type	5 working days
Adding or removing the mobile backup option	6 working days
Change of security profile	1 working day
Bandwidth adjustment with change of access technology and CPE type	30 working days
Change of IP addresses (PA addresses)	10 working days
Activation of additional phone numbers (without porting)	5 working days
Additional devices	5 working days
Change of support hours	1 working day

Table 8: Standard delivery times for service changes

3.6 Sunrise Business Customer Portal

The Sunrise Business Customer Portal enables business customers to view additional detailed information and use some functions of the contracted Sunrise services online. Varying functions and reports are available and depend on the subscription services.
The use of the portal is open to all Sunrise business customers. The creation and use of the account is free of charge.

[11] Configuration changes outside the business hours may lead to additional costs
[12] "Standard" refers to the delivery timeframe ordinarily applicable under normal circumstances. It is indicative only and does not constitute a binding commitment or guarantee of delivery.

4 Special Service Provisions

4.1 Installation of the Outdoor Antenna for Mobile 5G

The antenna can be installed inside or outside the building (for optimal reception quality). Installing the outdoor unit (ODU) externally may require the building owner's approval. Installation of the ODU and the cabling between the ODU and the indoor area are not included in the service.[13]

The FRITZ!Box is dust- and splash-protected according to protection class IP54 and is suitable for use in protected outdoor areas.

4.2 Mobile Access / Mobile Backup

Access is provided via the Sunrise mobile network. It includes the external antenna (ODU), the SIM card and unlimited high-speed internet. This requires Sunrise mobile network coverage at the location of the external antenna.

The maximum available bandwidth cannot be guaranteed and depends on the placement of the external antenna. Choose a location with optimal signal quality, as described in the quick start guide. Installing the antenna inside the building may impair the overall performance of the service.

[13] The FRITZ!Box is delivered with the necessary mounting material and a flat ribbon cable for installation at a window.

5 Appendix

5.1 Glossary

AS	Autonomous System; a subnetwork within the internet. The internet consists of a large number of ASs, and Sunrise operates AS6730, also known as the Sunrise internet backbone.
Backbone	A network consisting of several nodes. The higher the performance of a backbone, the more data can be transmitted simultaneously.
CPE	Customer Premises Equipment. A customer router operated on site by Sunrise Business, terminating the service at the customer
DNS	Domain Name Service. DNS links IP addresses to an easily memorised address, the so-called domain name (such as www.sunrise.ch).
DSL	Digital Subscriber Line. Modem technology for data transmission over a copper cable
Firewall	A device that controls data traffic between the internet and your own network and prevents unauthorised access
IP	Internet Protocol
IP address	Internet Protocol Address. A unique address (e.g. 192.168.1.1) indicating the location of a device (computer, server, router) within a network
ISP	Internet Service Provider. Companies that enable their customers to access the internet
LAN	Local Area Network. Describes a local network at a company site
NNI	Network-to-Network Interface. The transition between the data networks of different service providers, here the connection of two MPLS networks
PoP	Point of Presence. Access point to the Sunrise network
PSTN	Public Switched Telephone Network; fixed-line network
QoS	Quality of Service. The service quality of the transmission channel
RIPE	Réseaux IP Européens. European IP registration service (www.ripe.net)
SAP	Service Access Point. Defines the point up to which Sunrise Business is responsible for the service
SLA	Service Level Agreement. An agreement between the customer and Sunrise Business defining the services to be provided
VoIP	Voice over Internet Protocol. Making phone calls over a data network based on the internet protocol
WAN	Wide Area Network. A system for networking computers in different geographical areas

5.2 FAQ

Can I adjust the security level that has been set?	The level can be set between Profile 1 and Profile 6 according to your needs. Contact our support team or set the desired profile via the customer portal.
I cannot reach a website – a Sunrise warning appears. Can the web filter be adjusted accordingly?	Based on the warning, it appears that your IT manager has selected a profile with a web filter level that does not permit access to this page, in line with the internal rules for this SME SecureConnect service. Please discuss internally whether the selected security level should be reconsidered.
We run a guest WiFi and users with iPhones complain about certificate errors and not getting to the requested website.	This is a known issue with Safari which doesn't show the block page which informs users why access is not permitted. The blocking of the requested website is based on the SME SecureConnect security profile selection.
Can I combine SecureConnect with existing IP VPN sites?	This is not yet possible in the first phase. Sunrise is already working on phase 2, in which SecureConnect can be integrated into an existing network.
What is the Domain Name System (DNS)?	DNS links IP addresses (e.g. 194.230.0.58) to an easily memorised domain name (e.g. www.sunrise.ch). This means a computer can be reached on the internet both via its IP number and via its name. Special servers on the internet – so-called name servers (or DNS servers) – perform the task of translating domain names into IP addresses.
Which DNS services does Sunrise Business offer?	Sunrise Business offers both primary and slave DNS. With primary DNS, Sunrise provides all DNS servers. With slave DNS, by contrast, Sunrise provides only the second DNS server – as a form of backup. You operate the first one yourself.
How is the Sunrise DNS infrastructure structured?	To meet current and future requirements for a stable and reliable DNS service, Sunrise operates its own servers for DNS queries: – Primary 212.98.37.129 2001:1700:A00:: – Secondary 194.230.55.98 2001:1700:A00::1 All servers contain the same information. They are synchronised automatically.
How do I obtain a domain (e.g. www.sunrise.ch)?	You must register your domain with an internationally recognised registration service. The Switch foundation, www.switch.ch, is responsible for domains in Switzerland (.ch) and Liechtenstein (.li). You can secure your internet identity directly at www.nic.ch. International domain names can be obtained from various international registration services, depending on the country and suffix (forexample.com). Visit the website of the Internet Assigned Numbers Authority (IANA) at www.iana.org and www.sunrise.ch/dns
Can we keep our existing IP addresses if we change provider?	No, generally not. IP addresses are usually tied to the current provider – the addresses are Provider Aggregated (PA). An exception to this rule are provider-independent addresses (Provider Independent, PI). These must, however, be requested directly from RIPE. The applicant must meet various RIPE requirements.
Do I need a power connection for the outdoor antenna?	No, this is not necessary. A «Power over Ethernet» adapter (PoE+) with the corresponding flat cable for outdoor use is included in the scope of delivery. This means power is supplied to the outside via this cable, which simultaneously establishes the service connection to the indoor area.

5.3 Web Filter Levels

In accordance with the following service definition, the various levels block access to websites:

Low	Malicious websites, phishing, spam URLs
Medium	Malicious websites, phishing, spam URLs, DynDNS, newly created/registered domains
	Category «potentially liable content»: terrorism, abuse, illegal or unethical content
High	Malicious websites, phishing, spam URLs, DynDNS, newly created/registered domains
	Any «potentially liable content»
	Sites with adult content, gaming, dating
	Sites for software downloads, peer-to-peer file sharing, streaming services
	as well as for remote access

A detailed description of the categories can be found here: https://www.fortiguard.com/webfilter/categories

5.4 Tables & Figures