



As leading trust service provider in Europe,
we enable the most innovative digital
business transaction models.

White Paper

QES in DocuSign® *) with Swisscom Trust Services in EU and Switzerland

Swisscom Trust Services

*) DocuSign® is a registered trademark of DocuSign at 221 Main Street, Suite 1000, San Francisco, CA, 94105, United States.

Please find more information at <https://docusign.com>



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Introduction

DocuSign® is a well-known workflow and e-signature solution already trusted by hundreds of millions of users worldwide. Beyond the electronic signatures DocuSign® allows nowadays the combination with Swisscom Trust Services allow a new dimension of collaboration and digitization of your process:

- Covers the requirements of a qualified and/or advanced signature according to the Swiss ZertES law and by this the equivalence to a handwritten signature in almost all legal cases.
- Covers the requirements as well of a qualified and/or advanced signature according to the eIDAS regulation in the whole EU/EEA.
- It is always combined with a qualified timestamp according to eIDAS/ZertES.
- Register once and approve signatures over years
- Approve electronic signatures by fingerprint or face recognition (by use of the international MobileID App) or by the common spread MobileID in Switzerland or with a Password/One Time Code (SMS) combination
- In combination with the Smart Registration Service (SRS) we have a bundle of different online registration possibilities which will be extended with the newest authorized methods. For the moment this is internationally the video identification (SRS Video), the eBanking identification (SRS Bank) and eID identification for Germany (SRS eID). An AI-based self-identification based on the upload of the ID image, face comparison with the ID image and liveness test according to eIDAS is in preparation. Other methods will follow.
- Possibility to run your local Registration Authority, to register people by use of the RA-App (download for free).
- Possibility in Switzerland, where you can be registered in a local Swisscom Shop.
- Registered signatories can use the big network of Swisscom Signing Services worldwide.

Swisscom Trust Services plays in the background – you stay with your common DocuSign® user interface.

What does it look like?

After activation in DocuSign® the DocuSign® UX provides a selection box for the active signature type.

You can select different Swisscom signatures over there:

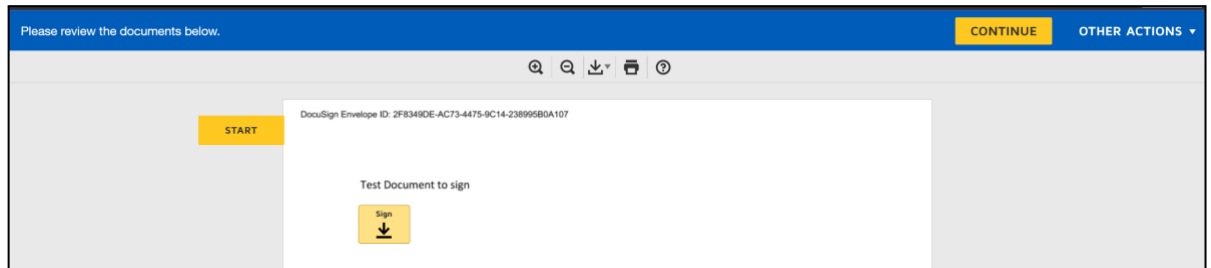
The screenshot shows the DocuSign interface for adding recipients to an envelope. The 'Select signature type' dropdown menu is open, showing the following options: DS Electronic, Swisscom, Swisscom Qualified Signature (EU), Swisscom Qualified Signature (CH), Swisscom Advanced Signature (EU), and Swisscom Advanced Signature (CH). A red arrow points to the 'Swisscom' option, which is highlighted. A red text box next to the arrow says: 'Selection of signature level (Qualified (QES) / Advanced (AES)) and jurisdiction (CH=ZertES, EU=eIDAS)'.

Depending on the contract you can select up to four different signature types:

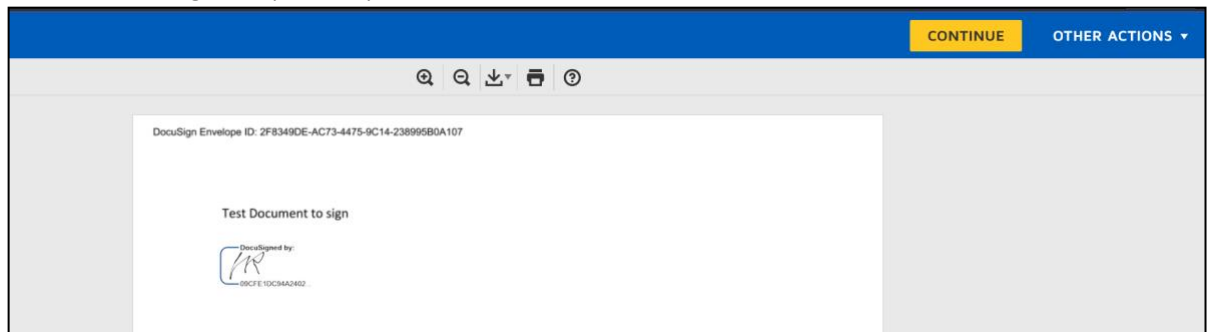
- Placing a signature according to the EU regulation eIDAS valid in each EU/EEA country
 - Qualified electronic signature (Swisscom – EU – QES)
 - Advanced electronic signature (Swisscom – EU – QES)
- Placing a signature according to the Swiss ZertES/SigE law valid in Switzerland
 - Qualified electronic signature (Swisscom – CH – QES)
 - Advanced electronic signature (Swisscom – CH – QES)



The recipient of the envelope and future signatory will now be informed about the signature to be done ...



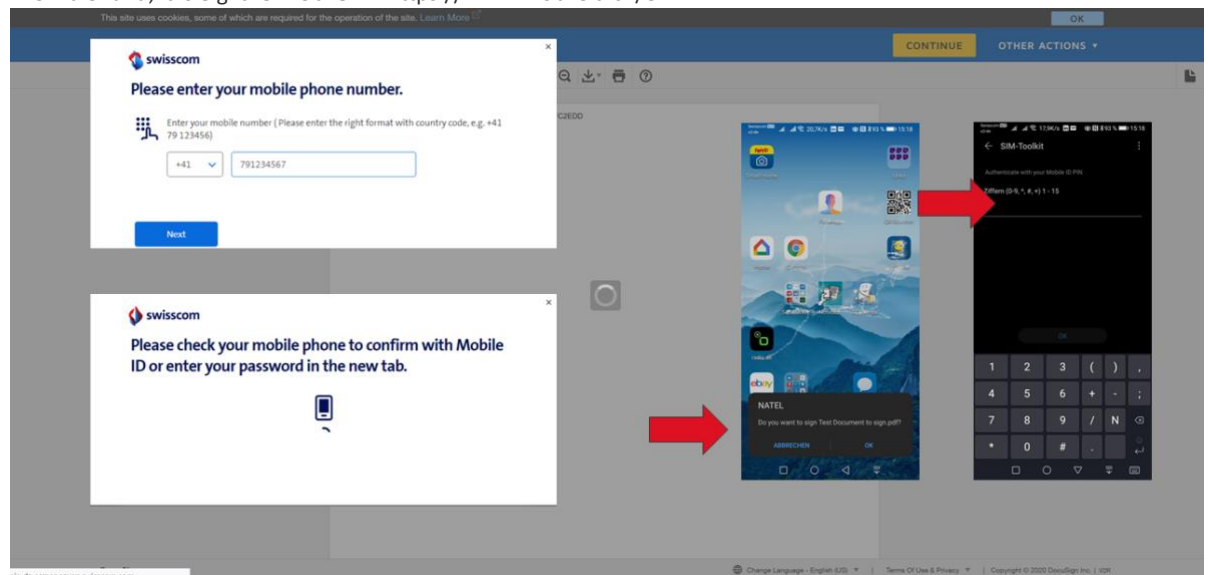
and can start the signature process by "SIGN" and "CONTINUE":



The signatory is now asked for their mobile number.

In case he or she is registered the standard authentication means can be used.

In Switzerland, it is e.g. the **Mobile ID**: <https://www.mobileid.ch/en>



In the EU, it is the **Mobile ID App**. Further information about Mobile ID <https://www.mobileid.ch/en>

Mobile ID App - Apple App Store: <https://apps.apple.com/de/app/mobile-id/id1500393675>

Mobile ID App- Google Play Store: <https://play.google.com/store/apps/details?id=com.swisscom.mobileid>

The mobile now shows a push notification.

Clicking on it, it opens the "Mobile ID App" (picture on the right), which asks for authorization of the signature.

This could be easily accepted by your fingerprint for example.



Figure 1: Mobile ID - Notification

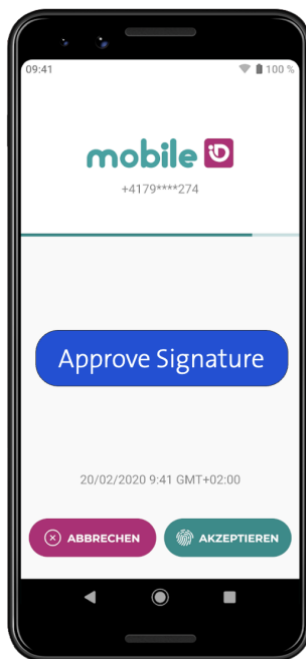


Figure 2: Signature Approval

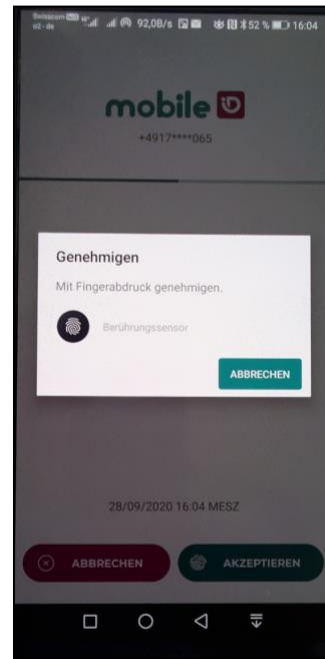
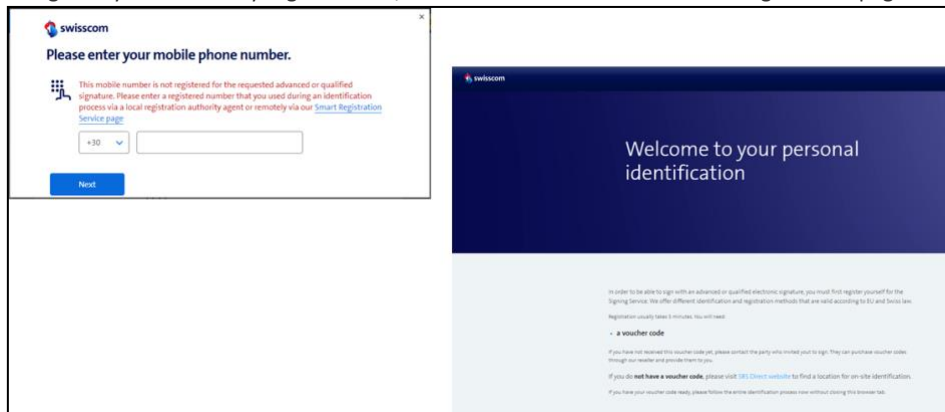


Figure 3: Approval by biometric means

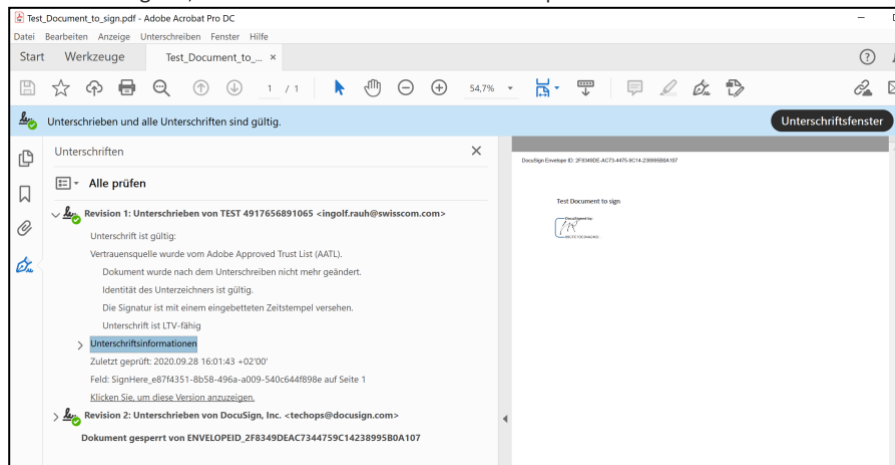
A combination of password and one-time code via SMS is instead possible.

In case the signatory is not already registered he/she will find a link to the standard registration page of Swisscom.



Alternatives, how a user/ signing person could be registered beforehand are explained below.

Now, that the document is signed, it can be downloaded and for example viewed in Adobe Reader:



It shows now beyond the DocuSign® seal also the personal signature of the signatory and of cause the "green hook". The signature is combined with the embedded qualified timestamp, and it is "long-term validated" (LTV) - perfect for digital archive purposes. Note: Batch processing is supported, which means if you and your customer want to sign several PDFs at one time only one signature process is needed.



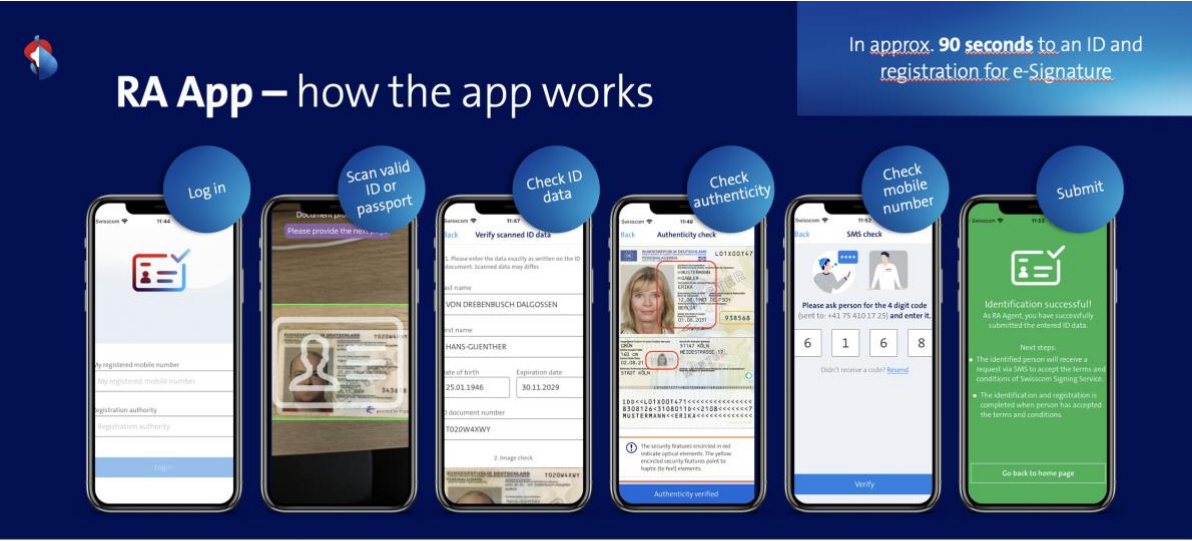
The advantage of a qualified electronic signature?

Due to the lack of written form requirements in many jurisdictions for a lot of document or transaction types, it is not always necessary even to "sign" a document. For example, in many consumer businesses in the EU you just can use an email and theoretically a phone call or even a handshake is sufficient. However, most of the contracts and transactions require later proof that they were authorized by the other party. Especially when it comes to debt relief, the first task of a lawyer is often to show that contracts have never been concluded correctly. The eIDAS law and the ZertES law as well as many laws worldwide allow electronic signatures and specify that electronic signatures must be admitted as evidence in court. And behalf of the so-called qualified electronic signature it is subject to the free assessment by each judge to accept an electronic signature as true evidence. Of course, the logs of DocuSign® or even some audits of advanced electronic signatures in place could help but the burden of proof comes with the party which wants to show that the signed document has a valid signature. Only the qualified electronic signature is defined precisely by the government and the regulations and can be validated directly by different governmental validators such as <https://validator.ch> in Switzerland or <https://www.signatur.rtr.at/de/vd/Pruefung.html> in Austria, the place Swisscom is accredited in the EU. In the case of the qualified electronic signature, the reversal of evidence is valid: the party doubting the qualified electronic signature must prove that this signature is not correct. In history qualified electronic signatures had a hurdle: the usage was very cumbersome and registration painful. With the new Smart Registration Service, RA-App and the possibility to sign via fingerprint on your Mobile ease of use can be as easy as with advanced or simple electronic or digital signatures minimizing your risk of validity of signatures.

RA-App - A face2face registration for your own company, customers and suppliers



Swisscom Trust Services gives you the possibility to become your own RA agency. The RA agency is responsible for carrying out the identification and registration process for Swisscom, which natural persons must undergo before they can sign electronically. For this registration process, the RA agency designates persons who carry out the identification process using the RA app (Registration Authority Agents, "RA Agents"). RA agents are thus Swisscom-authorized operators who belong to your organization. Identification is carried out using an app provided by Swisscom ("RA app") in the [Google Play Store](#) or [iOS App Store](#). It transfers the data collected during the identification process directly to Swisscom. The identification process always takes place after completing an e-learning and training session from Swisscom and using the latest version of the RA app.

The procedure is as follows when an RA Agent wants to register another person in a (physical) face2face meeting:



In approx. **90 seconds** to an ID and registration for e-Signature.

Try the RA app demo mode
Mobile number: +41123456789
Registration authority: demo
(no data is transmitted)





The RA-App asks the RA agent to first scan the ID document (EU, Switzerland) or passport. The zones for the haptic and visual examination are then displayed on a sample of the selected document, with which the authenticity of the document can be checked. An OCR automatically determines the necessary identification data from the machine-readable zone of the document. These extracted data must be checked for read errors and corrected. A photo of the person to be identified with background of the environment in which the identification has to be taken (e.g. showing the ID) and proves the physical presence during the registration. The identified person finally announces the mobile number which will be checked by the RA-Agent to confirm the correctness and possession of the mobile phone number. Once the identification has been completed, the identified person must confirm the terms of use of the AIS Service by clicking on the link in a sent SMS and confirming the terms displayed there.

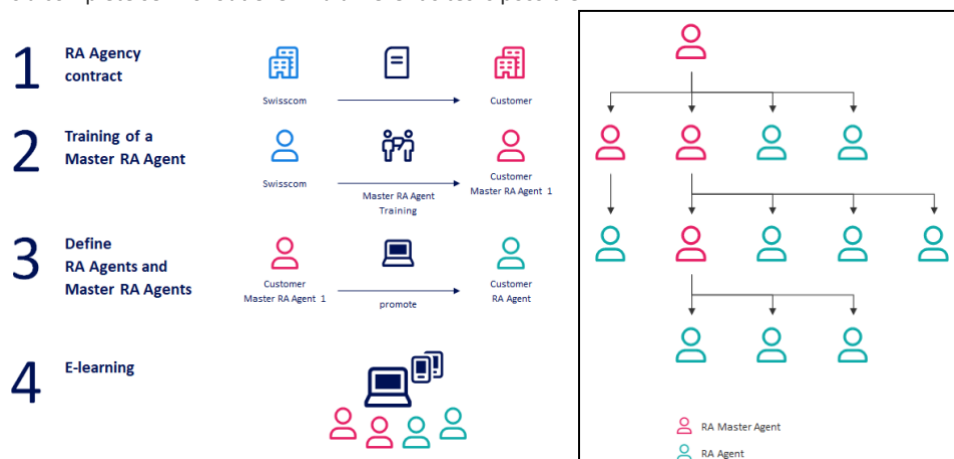
Before confirmation and further signature, the user downloads and activates itself the Mobile ID app ([Google Play Store](#), [Apple App Store](#)) for future authorizations or uses just in Switzerland the activated SIM-based Mobile ID.

In case both is not possible it can also authorize any signature by a password which is chosen during the acceptance of the Terms and Conditions and an additional One-Time Code (OTP) which is sent over via SMS.

After acceptance of the Terms and Conditions by either Mobile ID (App) or Password/OTP combination, the user is registered and can sign with Mobile ID (App) or Password/OTP only until the end of the validity of the ID/passport but no more than five years.

Generally, the concept foresees that the first RA-Agent which is determined by the customer is the so-called "RA Master Agent". He can identify and register further colleagues and promote them to RA-Agents or even to other "RA Master Agents" who can promote themselves to other colleagues to RA-Agents.

By this a complete self-rollout even via different sites is possible.



Register face2face in Swisscom Shops

Swiss users can visit one of the Swisscom Shops able to register them for ZertES/SigE as well as for the eIDAS electronic signatures. You can find the list of shops here: <https://trustservices.swisscom.com/srs-direct/> and we call this service "SRS direct". It is free of charge for both parties.

Registration Portal: Online Registration beyond face2face

In case face2face registration is not possible, Swisscom offers with its Smart Registration Service different possibilities for online registration employing other registration methods.

In the portal <https://srsident.trustservices.swisscom.com> following remote identifications are offered:

- Classic video identification in combination with the entry of your mobile number
- Use of the German eID in combination with NFC and an app on your mobile phone
- AI based self-auto-registration

Methods are different for Switzerland and EU. We extend the Service for further methods in the future.

You apply at Swisscom Trust Services for a package of vouchers and send all future signatories for their first registration to the onboarding landing platform <https://trustservices.swisscom.com/en/identification/>.

Alternatively, signatories can also directly purchase a remote identification by use of a credit card.

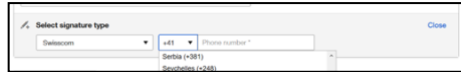


How to start signing with DocuSign®?

First, you need a contract relationship with DocuSign® or its reseller which allows you to use DocuSign® in combination with Swisscom. Swisscom does NOT resell DocuSign licenses!

For this purpose, your DocuSign® contact will

- Offer you the DocuSign Express SKU package which provides the necessary API thus DocuSign can use Trust Services signatures.
- Activate the so-called Swisscom "PEN" in the user interface of DocuSign® (R) depending on the type and jurisdiction of electronic signatures you want to use



Order numbers for DocuSign:

"Swisscom - CH - Advanced": PEN 954"
"Swisscom - CH - Qualified": PEN 952"
"Swisscom - EU - Advanced": PEN 953"
"Swisscom - EU - Qualified": PEN 951"

Secondly, announce your DocuSign® account ID number in the Swisscom Order Sheet.

The next step is to sign a signing service contract with Swisscom Trust Services.

To fill out the service contract you need:

- Scope of jurisdictions you want to sign
 - Only EU
 - Only Switzerland
 - Both
- Quality of signature you need in this/these jurisdiction(s)
 - Advanced (also accepted by Adobe)
 - Qualified (also accepted by Adobe)
- Contact details of the person responsible for the contract and the technical responsible at your company
- Clarification if you want to participate on the e-Invoicing (you will get an email with the invoice instead by regular mail)
- The above-mentioned DocuSign® account ID number

Once the DocuSign® application is prepared and the contract is signed the setup starts at Swisscom Trust Services. It should take no longer time than 10 days.

DocuSign and validation

Please be aware that DocuSign seals all documents in addition to the Swisscom signature with a DocuSign organization seal based on an US trust service certification authority which is neither accepted by eIDAS and neither accepted by ZertES. Thus, the Swiss official validator and all EU official validators for qualified electronic signatures will show that at least one signature (the DocuSign seal) will not be valid in the sense of the eIDAS or ZertES jurisdiction. Nevertheless, the document and the qualified electronic signature is of course valid if you have to go to court. In order to avoid this inconvenience and to avoid misleading any of the recipients of your document workflow you can ask your DocuSign Service Support. You can even contact the DocuSign support directly if the license was purchased via resellers. (<https://support.docusign.com/en/articles/How-Do-I-Open-a-Case-in-the-DocuSign-Support-Center>).

How to Start Registration?

You have now different possibilities:

- a) You could send all the signatories to the Swisscom Shops in Switzerland found on the [map](#).
- b) You could sign – for free – an RA agency contract and download the RA App. In this regulatory contract you have to determine and give the contact details of your first RA Master Agent authorized to use the app and authorized to identify and register your colleagues, customers, suppliers and partners. Swisscom will contact this person and do a remote training (less than 1 hour). Afterwards the RA Master Agent can start to identify colleagues and promote them either to a RA agent or even RA Master Agent.
- c) You could order a voucher package of at least 200 vouchers for 200 registrations in the DocuSign connector order sheet. They could be used on the [identification start page](#) at Swisscom Trust Services.



Pricing

Initial project **setup price of 5'000 CHF.**

Yearly service fee for the DocuSign® connector of 5'000 CHF.

For each jurisdiction and each quality level of service we provide a Service Access Internet Point (SAIP).

In total 4 SAIP are possible:

- Swiss qualified electronic signature ("QES", according to ZertES/SigE)
- Swiss advanced electronic signature ("AES", according to ZertES/SigE)
- EU qualified electronic signature ("QES", according to eIDAS)
- EU advanced electronic signature ("AES", according to eIDAS)

All signatures include a qualified timestamp.

Each **SAIP** has a **service fee of 3'200 CHF.**

By this, as an example with two SAIP (QES CH and EU) you shall pay 6'400 CHF per year in addition to the 5'000 CHF for the connector.

Transaction price per signature (please note that this price is per signature and not per envelope!)

The volume of signatures consumed for the respective contract year is decisive.

The price per signature falls from one volume band to the next for the following signatures.

Services	Volume band: Signatures per contract year via a Service Access Internet Point			Price per signature CH / EU
Advanced Electronic Signature (AES) incl. time stamp	1	-	50'000	0.75
	50'001	-	200'000	0.68
	200'001	-	1'000'000	0.60
CH: Swiss judicial area	exceeding			0.53
EU: EU/EEC judicial area				
Qualified Electronic Signature (QES) incl. time stamp	1	-	50'000	1.50
	50'001	-	200'000	1.35
	200'001	-	1'000'000	1.20
CH: Swiss judicial area	exceeding			1.05
EU: EU/EEC judicial area				

All prices quoted are in Swiss francs (CHF) and exclusive of VAT.

If the integration of the electronic signature in your company requires **additional support**, contract clarification or workshops around the topic "electronic signature" we are pleased to offer our professional services focussed on your needs for **1'920 CHF per day**.

Please note that DocuSign could also ask for fees for each transaction and the possibility to connect a trust service in their price list which will be invoiced by DocuSign in addition to the prices stated above.

You need to know more?

For further information we are at your disposal:

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Sales Support

Konradstrasse 12

8005 Zürich

Switzerland

<https://trustservices.swisscom.com>

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