

Covid-19 / Coronavirus Situation Bulletin No. 2 - Swisscom B2B 21 March 2020

The number of people infected with the Coronavirus in Switzerland continues to rise. For Swisscom, protecting our employees and customers, and continuing to provide our services are our top priority. We keep our employees, business partners and customers constantly updated, through various information channels, about the situation, the measures taken and the resulting consequences for them.

The Federal Council has declared the current situation in Switzerland ‘extraordinary’ under the terms of the Epidemics Act. In an ‘extraordinary situation’, the Federal Council has special powers to issue far-reaching orders to private individuals or the general public. Some of these powers are also based directly on the Federal Constitution.

These measures are also binding on Swisscom and could, among other things, include measures that would prevent Swisscom from complying with its contractual obligations. Swisscom has made suitable contingency plans on the basis of its emergency planning. Swisscom will not be disclosing the precise details of these plans.

Measures taken to protect our employees and customers

- Employees are continuously made aware, through various channels, of the need for strict compliance with the measures defined by the FOPH.
- In areas where certain requirements of the public authorities cannot be met (for example, social distancing when carrying out repairs in a cable duct), Swisscom has taken other safety measures together with specialists to protect employees.
- Employees can now only travel within Switzerland if absolutely necessary for operational reasons. Above all, public transport should be avoided wherever possible. Business travel abroad is prohibited.
- Swisscom has cancelled all events, customer and partner training requiring physical contact, or has taken these online.

To protect individuals’ privacy, we will continue our policy of not communicating any information about infected employees publicly. If a customer-facing employee is confirmed to be infected with COVID-19, the responsible authorities will contact the customers affected in accordance with the federal process.

Impact on hardware deliveries, projects and expansion work

Due to current production and supply bottlenecks at our suppliers and sub-suppliers, there may be significant delays in deliveries of certain equipment. By ordering materials from Swisscom, you therefore accept that all delivery dates are non-binding provisional dates, even if this limitation contradicts existing contractual provisions or requirements/provisions on your order.

We cannot give any binding information at this stage on how long the situation will last. We are constantly monitoring developments.

Swisscom will review all incoming requests for network or other capacity expansions as soon as possible. However, the extraordinary situation at federal level declared by the Federal Council obliges Swisscom to implement the following measures if necessary:

Give absolute priority to emergency services, such as hospitals and doctors, and public authorities, when processing requests. In the event of bottlenecks, expansions may be cancelled or, in extreme cases, services that have already been agreed upon will be subject to moderate scaling back. Of course, we are always looking for a solution to maintain our service in the best way possible.

Business Continuity

The pandemic strategies of Swisscom are fundamentally designed for such situations. Critical resources for the basic service provision infrastructure are able to work from home. Ultimately, however, Swisscom is also dependent on many factors, such as instructions and directives from the federal government. Should restrictions and official instructions necessitate a reduction in our operations, Swisscom will progressively concentrate on the secure operation of the systems, organisations and operations that are absolutely necessary for national coverage.

Protective Measures

Swisscom complies with the requirements of the FOPH. In addition, if a customer requests stricter measures not already covered by the existing contractual agreements, Swisscom expects the customer to take all necessary precautions and, in particular, provide protective materials.

If our customer-facing employees and employees at customer locations find themselves in situations where the federal regulations are not met, they are asked to withdraw immediately.

Changes

Owing to the number of recent incidents, Swisscom has greatly reduced the number of critical changes to be implemented until further notice and has imposed a very strict policy for validating planned changes. Urgently needed expansion work to increase capacity will continue to be carried out in compliance with strict requirements.

Telephony Capacities

Since Monday, 16 March 2020, the exceptional situation in Switzerland has led to a rapid increase in the use of our telecommunications services. This greatly increases the burden on the fixed and mobile network infrastructure. On Monday morning, some isolated calls from residential and business customers could not be connected. Mobile and fixed-network calls were affected.

We are constantly working on measures, such as capacity expansion, and at the same time ask our customers to use the telecommunications networks sensibly and responsibly. Despite the expansion of capacity, we cannot completely rule out further congestion - the behaviour of the population will be crucial.

Swisscom employees who are unable to work from home

For employees whose work prevents them from working from home, Swisscom has taken appropriate action and deployed these employees across several locations. If a location is taken out of action due to a quarantine case, for example, the remaining sites will be able to continue operations. The provision of our services to our customers is prioritised in such a way that, in the worst-case scenario, additional business processing support will be provided by other organisational units.

We are convinced that these measures represent the best course of action to protect our customers from operational risks.