



Network 41 on duty from morning till night

Network 41 is on duty from morning till night on behalf of Swisscom to deal with landline and internet disruptions for customers (Service Assurance) or to install internet or Swisscom TV services on site and advise customers.

When connections to the outside world fail - whether landline, internet or TV – every user wants the problem to be sorted out as quickly as possible. This is where the Network 41 field service comes in. Faults are reported to Swisscom, and Network 41 technicians go out to the customer or the telephone exchange to take care of the problem.

Another area in which the Network 41 field service operates is the on-site installation (OSI) of Swisscom TV or internet on the customer's premises. The Network 41 specialists recommend to

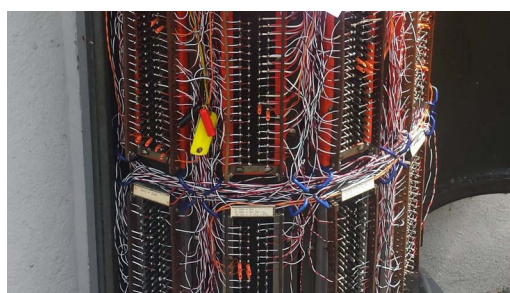
customers which appliances meet their specific needs and explain the options involved.

As Network 41 project manager Adrian Schmidlin explains: "In 2015 we dealt with 27,200 service disruptions throughout Switzerland and carried out 7,300 on-site installations. Both Swisscom and its customers appreciate the dedication of Network 41 technicians, since we're very customer-oriented and flexible in our approach."

Network 41 – we deal with problems, offer advice and carry out installation work.



Measurements at head office



Telephone distribution box in the district