

## Schools on the Net (SAI) manual for Enterprise Connect order management and dashboard

The Enterprise order management and dashboard functions can be accessed via My Swisscom Business. This requires users to sign in using login details assigned by the master user, who is also responsible for assigning the corresponding authorisations.

### 1.1 Location reference

The location reference is created when ordering a location in order management, and can be changed at any time (e.g. when carrying out an expansion with a DMZ port for OpenNet at a particular location). The location reference can be seen in the reporting sent from the SAI Inbox to the KKS (report from order management).

The location reference is also visible in the Enterprise Connect dashboard for each location, and can be searched for according to SAI connection type/address in the "Search/Filter" field.

#### Connection without billing:

P\_City/town, street.no => P\_ P = Primary school/kindergarten network

S\_City/town, street.no => S\_ S = Secondary school network

O\_City/town, street.no => O\_ O = OpenNet (internet)

O\_P\_City/town, street.no => O\_P\_ Combined connection for OpenNet and primary school network

O\_S\_City/town, street.no => O\_S\_ Combined connection for OpenNet and secondary school network

O\_P\_S\_City/town, street.no => O\_P\_S\_ Combined connection for OpenNet, primary school and secondary school network

#### Connection with billing:

B\_X\_X\_X\_City/town, street.no => B\_ B = Billing access (connection with billing)  
=> X\_X\_X\_ See previous table

Examples:

O\_Bern, Wankdorfstrasse 1 => Sponsored connection for OpenNet

P\_Liebefeld, Schulgasse 2 => Sponsored connection for primary network

O\_P\_Saenen, Schulhausstr. 3 => Sponsored, combined connection for OpenNet and primary school network

B\_O\_S\_Bern, Bundesplatz 1 => Billable, combined connection for OpenNet and secondary school network

**Note:** The abbreviations B\_O\_P\_S must be used in alphabetical order

## 1.2 Enterprise Connect orders

Orders and upgrades are typically carried out by Swisscom.

The approval and review process, as well as the issuing of orders, cancellations and implementation of modifications, can be carried out via the SAI inbox, [sai.inbox@swisscom.com](mailto:sai.inbox@swisscom.com)

In agreement with Swisscom, the cantonal manager can also carry out moves, additions and changes for individual SAI networks in My Swisscom Business.

## 1.3 Technical support requests

Incident tickets may only be opened by the cantonal coordination office at the Swisscom Helpdesk. The names of the contact persons for the cantonal coordination offices are kept on file at Swisscom.

SAI **helpdesk number**: 0844 844.060,

[ENT.Incident-Data@swisscom.com](mailto:ENT.Incident-Data@swisscom.com)

Please always mention the location label (DSL serial number/AGO number).

Personnel changes at the cantonal coordination offices (change of persons, contact details) can be reported by email to the

**SAI inbox:** [sai.inbox@swisscom.com](mailto:sai.inbox@swisscom.com)

## 1.4 Procedure for cancelling an Enterprise Connect connection

If the KKS cancels an EC connection via the **SAI inbox**, the KKS must provide the details of a contact person at the school/kindergarten (name and address).

The contact person at the school/kindergarten will then receive a letter in the post from Swisscom with instructions on how to return the EC router (including return label).

A Swisscom technician is not called in if an EC connection is terminated.