

## Team Corporate (Code)



### 1. Team Corporate (Code)

Team Corporate (Code) enables you to significantly reduce your company's phone bill thanks to very attractive pricing for calls made between your company's different locations and your employees' mobiles.

### 2. Basic Terms and Conditions

- Orange Mobile users must be Orange customers
- Mobile users must have signed up for the Team option
- The mobile and landline numbers belonging to the company are included in the company's PNP – (Private Numbering Plan). Only these numbers may be authorised for the Team Corporate (Code). The calls made and belonging to the PNP shall be invoiced by Orange Communications S.A.
- To enable calls to be made from landlines to mobiles within the CUG (Closed User Group), the PBX (Private Branch Exchange = switchboard) must be able to identify them and add the 0869189 code if the PBX is physically connected to the Swisscom landline network, and 0869188 in all other cases.  
E.g.: **0869189** 078 123 22 22.
- The PBX must have a connection with the public landline network.
- The company must have a direct incoming selection <sup>1</sup> and the corresponding number range.

### 3. Restrictions

- Only companies with at least two mobile phones may use this solution (see restrictions relating to the Team service)
- Only landlines and mobile numbers that belong to the company can be included in a PNP.
- Just one numbering plan per company will be set up (including branches).
- The landline and mobile numbers not belonging to the company, emergency numbers, 08xx and 09xx numbers and international numbers are not authorised to figure in the PNP.
- The rates linked to this service are applied by taking into account the network used where the calls are made and the network where they are received. Consequently, the most attractive prices linked to this service are applied when the calls are made from the Orange Switzerland mobile network or from landline networks, when the numbers belong to the PNP, and they finish with a number also belonging to a PNP number, on the Orange Switzerland mobile network.
- The applicable terms and conditions are those defined in the document for setting up the PNP.
- The Team Corporate (Code) option can be applied:
  - only for a series of landline numbers or
  - for a single landline number if the customer does not have a series of numbers.

### 4. Responsibilities and obligations of Orange Communications S.A.

- Orange Communications S.A. must inform the project manager named by the customer of the concept behind this service.
- Orange Communications S.A. is responsible for correctly putting in place this service within the Orange mobile network, in accordance with the information provided by the customer (mainly being the private numbering plan)

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<sup>1</sup> A Direct Incoming Selection enables the caller to directly reach the person with whom they wish to speak by means of a number referred to as "direct line" from outside, without going through the switchboard.

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- In the event of questions or problems, the customer can call the Business Care Team on 0800 700 600. This team will do their best to help the customer.
- The general terms and conditions of Orange Communications S.A., stated on the back of the "Orange registration form for business customers", are applicable, in particular:

Orange's liability in the event of theft or gross negligence is limited to an amount equal to the value of the service charged to the customer during the last twelve months, limited to a maximum of 20,000 Swiss Francs. Orange does not accept liability in the event of slight negligence and shall not be held liable for any consequential loss, such as lost earnings, savings not attained or the loss of data. Orange shall only be held liable under the previous paragraph within the framework of its own network and on condition that the services are used for the purpose for which they are provided, in accordance with the corresponding service descriptions and the usage recommendations specified in the aforementioned descriptions. Magnetic field produced by the Orange transceiver or by the mobile telephones can adversely affect other devices such as hearing aids, cardiac stimulators or electronic devices. The safety measures recommended by manufacturers must be strictly applied. Special attention must be paid to the instructions given by air company flight crews.

### 5. Responsibilities and obligations of the customer

- The customer has full responsibility for putting in place the numbering plan in its premises (PBX programming), in addition to later modifications to the PNP and the PBX programming.
- The customer is responsible for connecting this service to its internal electricity supply.
- The customer uses the service as described above.
- Furthermore, Orange Communications S.A shall not be held liable in the event of incorrect use of the service or technical problems related to the customer's infrastructure, especially in relation to security (hacking) :
  - *Remote access*: PBX connection from outside by means of a modem and code.
  - *Trunk access Code*: PBX connections by direct access and code should be avoided.
  - *Automatic call routing*: Automatic alternate call routing should be used with care.
  - The PBX access code security criteria (access code management, privileged access, access monitoring, etc.) must be defined and applied in order to reduce the risk of hacking and unauthorised use as much as possible.

### • Rules concerning abbreviated numbers

Length of abbreviated number: min. 4 figures, max. 10 figures.

The abbreviated mobile number is fixed at 5 figures for a landline call to a mobile using the access code and the abbreviated number e.g.

**Wrong:** 086918 (8 or 9) 40 00,

**Right:** 086918 (8 or 9) 5 40 00

- I. The abbreviated number **must never** begin with: **0 or 1**
- II. Abbreviated mobile numbers can include:  
**0, 1, 2,3,4,5,6,7, 8 or 9** e.g. 7 12 34
- III. The abbreviated Orange Box mobile number can include:  
**0, 1, 2,3,4,5,6,7, 8 or 9** e.g. 6 12 34
- IV. The abbreviated landline numbers can include:  
**0, 1, 2,3,4,5,6,7, 8 or 9** e.g. 5 12 34
- V. The abbreviated numbers within the group **must be different**
- VI. The length of abbreviated numbers in the Private Numbering Plan can vary. Only **Swiss landline numbers belonging to the company** can be integrated into the Closed User Group.
- VII. **Only Orange Mobile customer company subscribers** can belong to the CUG.
- VIII. The landline numbers and abbreviated landline numbers must not be the following types of numbers: **private, international, 08xx, 09xx or emergency numbers.**

## Team Corporate (Code)

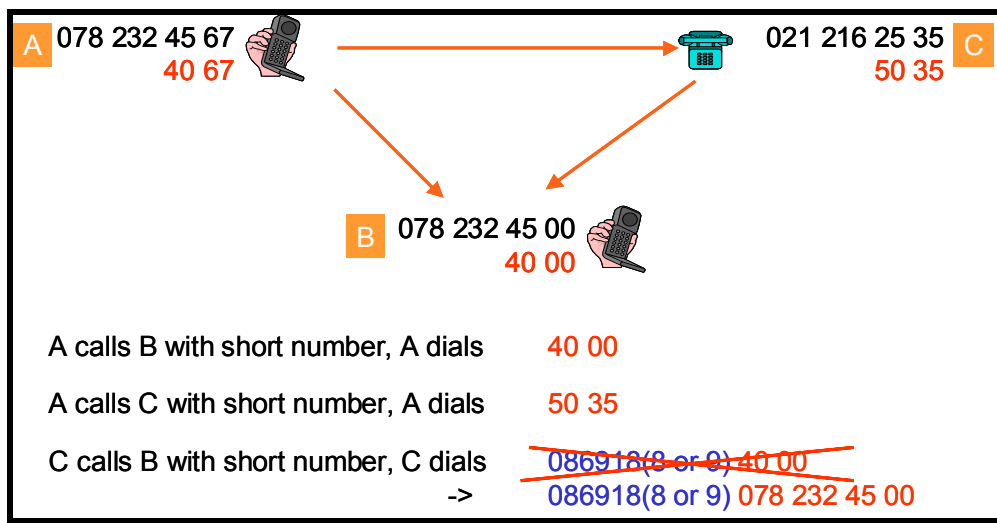
### Routing test

In order to ensure that the landline network (PSTN) will route landline calls to mobiles on the Orange network, a prior test can be conducted by dialling:

- From a landline phone, dial : 086918 12345
  - The caller should hear:
    - “Welcome to Orange Switzerland, Network MSCx”

### 6. Examples

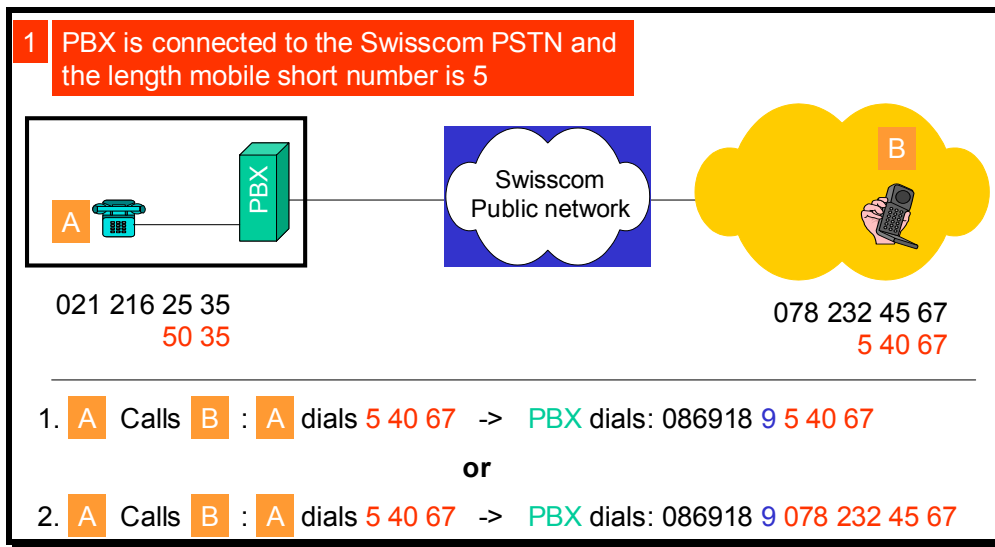
#### 6.1 Calling using abbreviated numbers



**Observation:** When a user calls a mobile from a landline, (s)he can either dial the long number or the five digit abbreviated number.

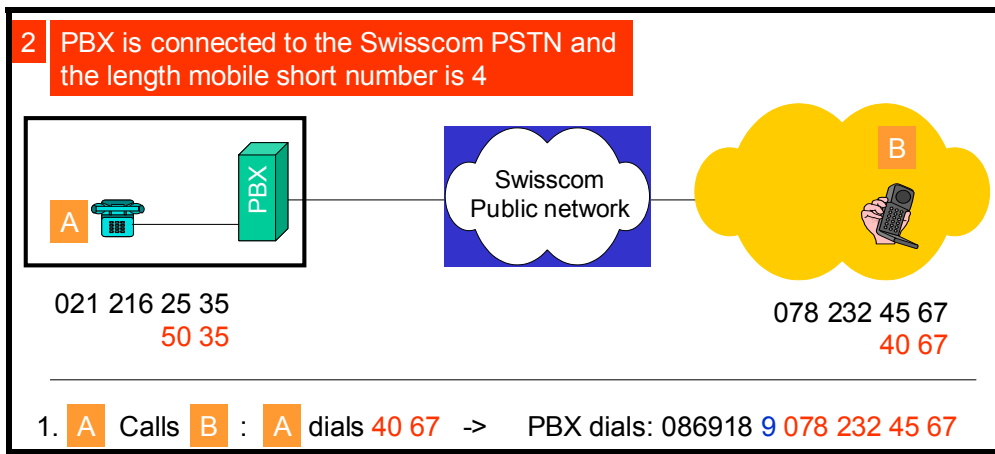
## Team Corporate (Code)

### 6.2 Call from a landline to a mobile number – Team Corporate (Code)



**Observation:** When a user calls a mobile from a landline, PBX can either dial the long number or the five-digit number.

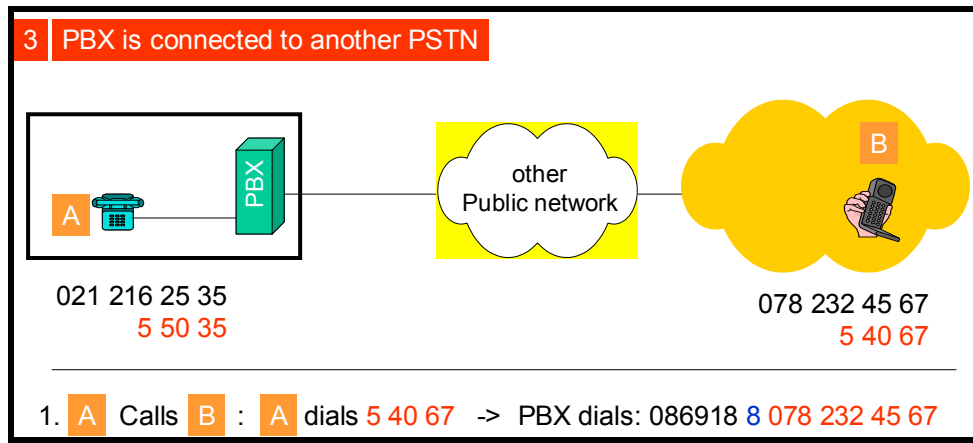
### 6.3 Call from a landline to a mobile number – Team Corporate (Code)



**Observation:** When a user calls a mobile from a landline, PBX must dial the long mobile number.

## Team Corporate (Code)

### 6.4 Call from a landline to a mobile number – Team Corporate (Code)



#### Observations:

- When a user calls a mobile from a landline, PBX must dial 086918 **8** instead of the long number or the five-digit number.  
The figure **8** is dialled after 086918 when the PBX is connected to a network other than Swisscom PSTN, otherwise the figure **9** is dialled after 086918.