

Key questions and answers about Mobile Unlimited

1. Product-related/technical questions

What is Mobile Unlimited?

Mobile Unlimited is the name given to the new Swisscom Mobile offering. It consists of five components:

1. Hardware in the form of a new Unlimited PC card for wireless connectivity via GPRS, UMTS and Public Wireless LAN.
2. CD-ROM containing Unlimited Data Manager software for installation on the user's laptop.
3. A Swisscom Mobile subscription for data transmission (NATEL[®] data basic).
4. A standard price (Unlimited Data Pack) irrespective of network technology.
5. The best broadband provision and highest service quality

What benefits does Mobile Unlimited offer users?

Users of Mobile Unlimited gain a high level of freedom and flexibility in performing business and private tasks while on the move. Because with Mobile Unlimited, users can access their company network (intranet) or the Internet via the fastest available means wherever they are and whatever the time, without having to worry about network technologies or terminal equipment. Fast access is guaranteed thanks to UMTS with speeds up to six times faster than ISDN. The card also supports WLAN standards 802.11 b and g with rates of up to 54 Mbit/sec. At Swisscom Mobile Hotspots, standard 802.11 b is deployed and offers rates of up to 2 Mbit/sec. Mobile Unlimited makes "always on" a mobile reality for laptops.

How do Mobile Unlimited and the Unlimited PC Card differ from other solutions/data cards on the market?

With Mobile Unlimited, Swisscom Mobile is the first mobile provider in the world to combine different mobile transmission technologies (GPRS, UMTS, WLAN) in a single card. Moreover, authentication (network log-on), network transfers and pricing are harmonised so that users can

use different networks to transfer data from their terminals seamlessly and securely at the fastest available speed, for a standard price. So there is no more need to search for a Hotspot, select the right terminal device or manually configure the connection setup.

The Unlimited PC card (in conjunction with the associated software) is the world's first data card to turn this vision into reality. Users are "always on", automatically and without interruption. The card and software ensure seamless, secure handover between GPRS/ UMTS and WLAN: to and fro, but always using the fastest available technology.

What is the status of the UMTS network?

UMTS network expansion is proceeding according to plan. Swisscom Mobile already covers 77% of the population with UMTS. At present there are 1,000 antenna sites in operation; by the end of 2004, Swisscom Mobile will provide 83% of the population in Switzerland with UMTS coverage. The UMTS network will be activated on 1 July, so it will be ready for the summer tourist season ahead of the market launch of Mobile Unlimited.

Swisscom Mobile's existing WLAN network currently provides access at almost 500 Hotspot locations. Over 6,000 access points are already installed. By the end of 2004, some 800 Swisscom Mobile Hotspots will be available throughout Switzerland. Even now, our customers have access to over 1,500 Hotspots around Europe.

How secure is Mobile Unlimited?

Mobile Unlimited is based on the GPRS/ UMTS/ WLAN technologies. Authentication for network access (GPRS, UMTS or WLAN) is always performed via the Swisscom Mobile SIM card. In addition, a service is activated for Mobile Unlimited each time an authentication procedure is performed. This ensures that only authorised users can use the service. In addition to security measures at the provider end, it is important for customers to use a VPN product. As with any remote access connection, using their own VPN guarantees customers maximum security. For customers who are unsure about VPN products, Swisscom Mobile offers advice and support. In principle, using an on-air connection (i.e. Mobile Unlimited) in conjunction with a VPN is as secure as a connection over a private company network.

Are there any technical requirements for Mobile Unlimited?

To use Mobile Unlimited, customers need a laptop with a free slot for the PC card (PCMCIA Type II slot), a Windows 2000 or XP operating system, and 100 MB free hard disk space.

2. Market and consumer related questions

When will Mobile Unlimited be available to customers?

Technical development of Mobile Unlimited is now complete. As of now, serial production of the card is in progress. The product will be available for purchase from 30 August 2004.

Who can buy Mobile Unlimited?

Mobile Unlimited is suitable for all laptop users and an ideal product for users who are frequently on the move. Whether for business or private reasons, users can download information from the Internet or use business applications securely and effortlessly at any time. The main target groups are self-employed persons and corporate customers.

How much does Mobile Unlimited cost?

Depending on their needs, Mobile Unlimited customers can choose from different data packages, for example 40 MB per month for CHF 70. Large Unlimited packages are subject to an attractive price of CHF 1 per MB .

The retail price for an Unlimited PC card will be between CHF 250 and CHF 400.

Where can Mobile Unlimited be used?

Mobile Unlimited can be used throughout the entire Swisscom Mobile network (GPRS, UMTS or WLAN).

Is Mobile Unlimited currently EDGE-compatible?

No. EDGE transmission technology is not yet universally available from Swisscom Mobile.

What about using Mobile Unlimited abroad?

The Unlimited PC card will also function with Swisscom Mobile's roaming partners. However, data transmission is billed separately in accordance with the roaming partner's valid conditions. Also, our roaming partners' networks do not permit seamless handover between GPRS/ UMTS/ WLAN.

Swisscom Mobile is actively negotiating with various partners with a view to licensing Mobile Unlimited in other networks. Up-to-date information in this regard will be published at www.swisscom-mobile.ch. Besides UMTS and WLAN, the Unlimited PC card supports GSM/ GPRS on the GSM 900 and GSM 1800 frequency bands.

3. Corporate questions about Swisscom Mobile

How much did development of Mobile Unlimited cost Swisscom Mobile?

Development costs for Mobile Unlimited are in the region of CHF 10 million. In 2004 alone, Swisscom Mobile is investing some CHF 500 million (EUR 325 million) in expanding its mobile networks.

Who owns the rights to Mobile Unlimited patents and licences?

Mobile Unlimited is based on developments within Swisscom Mobile, which have been patent-protected internationally since 2001. This patent covers seamless, uninterrupted mobile data applications in heterogeneous IP networks. Following its launch in Switzerland, the Unlimited PC card will also be offered in Europe by other major network operators. The card will be distributed in Switzerland exclusively by Swisscom Mobile.

How does Swisscom Mobile assess the market potential of Mobile Unlimited?

In Switzerland there are already more than 1.2 million laptops in use. Swisscom Mobile expects to have around 10,000 Mobile Unlimited customers by spring 2005.

Does Swisscom Mobile intend to market its Mobile Unlimited technology internationally?

Several international licensing agreements have already been signed for the underlying technology.

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