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1. **General**

Finance IPNet is a communication service provided by SIX Group Services AG (SGS). Finance IPNet enables access, separated from the Internet, to the payment, transaction and financial information services offered by the companies of the SIX Group (SGR)

- Finance IPNet enables access to all SGR services through a managed MPLS-VPN (Multiprotocol Label Switching-Virtual Private Network) and forms an alternative to the Internet through guaranteed Service Level Agreements (SLA), bandwidth and privacy.
- Finance IPNet enables simple or redundant communications connections with guaranteed availability (end-customer connections), optionally over a single or multiple carriers.

2. **Finance IPNet ordering and contacts**

On behalf of the carrier, SGS is the representative for consultation regarding, orders for, mutations and terminations of Finance IPNet connections.

SIX Group Services AG  
Carrier Management  
CIT OEP  
Hardturmstrasse 201  
8021 Zurich  

Phone: +41 58 399 33 33  
E-mail: comm.admin@six-group.com

3. **Application service provider contacts**

For questions pertaining to the services please contact the representatives of the respective companies within the SIX Group (SGR)

SIX Interbank Clearing AG  
Kontaktstelle: SIC Operations Center  
ZIBO/SIC-Operations Center  
Kontaktperson: Mission Management FS Team  
Hardturmstrasse 201  
Postfach  
8021 Zürich  

Worldline  
Telefon: +41 58 399 62 82  
E-Mail: mmo-service@six-group.com
4. **Problem Management, Help Desk**

For problems related to the service please contact the help desk of the respective company within the SIX Group (SGR)

4.1 **SIC Operations Center**

- Telefon +41 58 399 42 00 für SIC
- Telefon +41 58 399 47 00 für euroSIC

The SIC Operations Center is staffed on bank working days from 6:00 am to 9:00 pm (CET). Outside this period, calls are forwarded to the SIX Group Service Help Desk, which offers the appropriate stand-by service according to need.
4.2 SIX Payment Services / WorldLine Info Center

P R I M A S (Problemanalysis, Information Management Services)
Availability and support 365 days a year, 24 hours a day

- Telefon  +41 58 399 46 66
- Email  ic-primas@six-group.com

Your call will be received by a voice mail box from 06:45pm to 07:00am and then immediately processed by a stand-by staff member. You will be called back immediately upon playback of the voice mail.

4.3 Client Support SIX Financial Information Ltd.

- Telefon  +41 58 399 55 55
- Email  clientsupport.ch@six-financial-information.com

The Service Desk is staffed on bank working days from 7:30 am to 6:00 pm (CET).

4.4 SIX Group Services AG Help Desk

7 x 24 hours for file transfer services customers
SCC System Control Center

- Telefon  +41 58 399 26 41
- Email  carrierinfo@six-group.com

4.5 SIX Paynet Support

- Telefon: +41 58 399 95 77

The Paynet support hotline is staffed on bank working days from 8am to 12pm, and then from 2pm to 5pm (CET). From 5pm to 8am calls are forwarded to the SIX Group Services Help Desk, which offers the appropriate stand-by service according to need.

4.6 Service Desk SIX SIS AG

- Telefon  +41 58 399 48 48
- E-Mail: servicedesk@sisclear.com

The Service Desk is staffed on bank working days from 7:00 am to 6:00 pm (CET). The Help Desk is not staffed outside of these times.
5. Which carriers offer Finance IPNet connections?

Finance IPNet connections can be realized with the following carriers:

- Sunrise
- Swisscom Solutions
- Verizon
- OBS
- COLT

6. Potential connection profiles

Depending on the requirements regarding availability, the following options can be used to connect the end customer to Finance IPNet. Communication is only possible between the end customer and SIX Group. No communication is possible between end customer A and end customer B (hub and spoke).
6.1 Example: Multi-carrier connection

SGS recommends a multi-carrier strategy to achieve the best possible availability for an end customer connection, ideally divided over two separate locations.

A multi-carrier connection is realized with two or more Single Access Single PoP connections from different carriers. To be considered during the implementation is that the carriers cannot support any HSRP/VRRP between them. The follow example shows how the redundancy on the customer side is solved with an additional routing instance.

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7. Consultation and implementation by SGS

Provided by SIX Group Services AG upon request by the end customer. Costs will be billed separately.

SIX Group Services AG
Carrier Management
CIT OEP
Hardтурmstrasse 201
8021 Zurich

Phone: +41 58 399 33 33
E-mail: comm.admin@six-group.com
8. Possible options

The following options are possible in Finance IPNet depending on the carrier and connection profile:

8.1 Quality of Service

If multiple services are obtained over the same Finance IPNet end customer connection, then the “Quality of Service (QoS) function ensures that the corresponding services can be transmitted with a defined, guaranteed and checkable quality.

8.2 Encryption

Encryption is an option for the Finance IPNet service. With encryption the data is protected with proven encryption and authentication algorithms. The key configurations are made by the carrier. To date, only shared key encryptions are offered.

8.3 Multi-VPN

This enables multiple VPN (Virtual Private Networks) to operate over the same access line of the same carrier.

9. The individual carriers’ services, prices and SLA’s

The service ranges, prices, SLA’s and contract of the individual carriers can be found at:

Please contact comm.admin@six-group.com
10. Technical implementation

The following example illustrates a possible implementation of a dual access Finance IPNet connection. A single access connection will correspondingly only be implemented with one CPE router.

10.1 Carrier router LAN segment

1. Network and subnet mask of the carrier router LAN segment.
   e.g.  192.168.1.0  255.255.255.0

   The following address sectors may not be used for the addressing of the carrier router LAN segment:
   - Swisscom Solutions :  10.208.0.0 / 14

   There is no limitation among the other carriers.

2. IP address and subnet mask of the CPE router LAN interface.
   e.g.  Location A  192.168.1.1  255.255.255.0

   For dual access
   IP address and subnet mask of the CPE router LAN interface of location B and details of the HSRP address.
e.g. Location B  192.168.1.2    255.255.255.0
3  HSRP/VRRP address   192.168.1.3

10.2 Routing in the carrier router LAN segment

IP addresses from the following address sectors cannot be routed in the customer network:

Swisscom Solutions:  10.208.0.0 / 14

There is no limitation among the other carriers.

Communication from a directly connected LAN segment

If the communication occurs from the carrier router LAN segment, then no additional routing entries are necessary on the CPE router.

Static routing

For static routing we need the details of the end customer network that is located behind the next hop.

e.g.

<table>
<thead>
<tr>
<th>10.0.0.0</th>
<th>255.0.0.0</th>
<th>via</th>
<th>192.168.1.4</th>
</tr>
</thead>
<tbody>
<tr>
<td>192.168.10.0</td>
<td>255.255.255.0</td>
<td>via</td>
<td>192.168.1.4</td>
</tr>
<tr>
<td>172.24.23.0</td>
<td>255.255.255.0</td>
<td>via</td>
<td>192.168.1.4</td>
</tr>
</tbody>
</table>

Dynamic routing

For dynamic routing we need the details of the preferred routing protocol.
e.g. OSPF

10.3 ARP request

If the customer’s router / firewall suppress the CPE router’s ARP request, then an ARP entry must be placed on the CPE router.

e.g.  192.168.1.4    0010.7a03.c0a1
10.4 Outbound services

A TCP session is established by TK or SIS to the end customer for an outbound service. There is a 1:1 NAT at the CPE router (Telekurs destination IP address: the end customer’s destination IP address). If the end customer obtains an outbound service, then we need the IP address of the target system.

e.g. 172.24.23.7

11. Handling offers, orders, mutations and terminations

11.1 Offer
11.2 Ordering

**End customer**
- Starts order request on the WEB
- Receives e-mail confirmation of the order request
- Signs the contract
- Send contract per post
- Send the signed documents via the postal service

**SIX Services AG**
- Via Web presence
- Process order form
- Triggering of the ordering of the Finance IPNet connection at the corresponding carrier
- Info order triggered
- After commissioning of the Finance IPNet connection

* The carrier contacts the end customer directly for the installation and activation
11.3 Mutations

End customer

- Starts mutation request on the WEB
- Receives e-mail confirmation of the mutation request
- Signs the mutation offer and the necessary contracts for contract updates

SIX Group Services AG

- Via Web presence
- Create mutation offer
- Sending of the signed documents via the postal service. Per e-mail for a configuration change without contract upgrade
- Triggering of the mutations at the corresponding carrier or at Telekurs Service AG
- After mutation of the Finance IPNet connection

* If necessary, the carrier contact the end customer directly to carry out the mutation
11.4 Termination

End customer

Start termination on the WEB

Via Web presence

Send termination per e-mail

Signature of the termination

Sending the termination

Termination info triggered

SIX Group Services AG

Checks termination

* Triggering of the termination at the corresponding carrier

* The carrier contacts the end customer directly to dismantle the hardware