Frequently Asked Questions to Monzoon DSL

Requirements / General

Is Monzoon DSL the same as DSL?
Yes and no, as in Switzerland there are several different types of DSL technologies available like ADSL, VDSL and SDSL. For this reason we've named or product "Monzoon DSL".

Why is there no differentiation between Monzoon private and business offers?
Monzoon believes that the differentiation between private and business is arbitrary. Monzoon believes private and business customers can choose whatever service they need or prefer based on service level and / or price.

What downlink and uplink speed is possible where I live or work?
The actual usable DSL speed is dependent on several technical factors, for example the distance to the next Swisscom central office, quality and age of the cabling between the central office to where the DSL subscriber lives or works, and the quality and age of the in-house cabling where the DSL subscriber lives or works. The ordered DSL service speed is configured on the modem the DSL subscriber receives, but it is possible that the previously mentioned factors can affect the speed. For example if the subscriber lives very far from a Swisscom central office, and orders a DSL product 5000/500 Kbit/s, it could be that only 600/100 kbit/s is possible.

Are there usage and data volume limits for the DSL service?
No, there are no usage amounts in regards to time amount use (hours per day), or download (Internet to PC or laptop) or upload (PC or laptop to Internet) data limitations.

Do I always need an active Swisscom telephone connection?
No, the subscriber doesn't need an active Swisscom telephone connection. However the subscriber must at least have a telephone connection wired to the point of where they would like to use the DSL modem. For further details to this point please see "Monzoon Naked DSL".

What is included in the Wireless Hotspot Option?
Monzoon builds and operates since several years wireless public WLAN hotspots. At over 650 locations in Switzerland (for example the Zürich Airport, Messe Zürich, all McDonald's Restaurants, many youth hostels, and core city areas of Zürich, Basel, Geneva, Winterthur) a Monzoon DSL subscriber can connect to the internet with a laptop, netbook, or smart phone with a personal username and password. Just like the subscriber's Monzoon DSL connection there are no usage or data limitations. The Monzoon DSL subscriber service and the Monzoon hotspot service are not technically related or affect each other in anyway.

Why is there no mailbox service included with Monzoon DSL?
Practically all Monzoon's customers already have an email service provided over some neutral provider. Monzoon does not recommend having an email service which is related to an internet service provider. Monzoon suggests using a neutral free of cost email service like www.gmx.ch or www.gmail.com. This way you can change your internet provider at any time and keep your emails service and email address.

Technical Questions:

How do I configure my DSL Router / Modem?
When the subscriber buys the modem from Monzoon it is sent preconfigured. If you buy the modem from a third party, then please follow the instructions which are sent with the modem.

Who installs my DSL connection?
When the subscriber already has a Swisscom telephone connection, they can install the DSL modem / router as per the included instructions. If the subscriber has purchased the modem / router from Monzoon it is already preconfigured.

If the subscriber has no telephone connection available, the subscriber can (at their own cost) have the telephone connection installed by any local electrician. In this case the electrician must be given the Monzoon connection information document provided with the Monzoon DSL modem.

Do I need to install any software on my PC or Laptop?
No, the subscriber doesn't need to load or use any special software on their PC or laptop.

Do I need to purchase a new Modem or router if I already have one?
If the subscriber already has a DSL modem / router then you can most likely use this. If you are not sure then you can receive technical support per email at: Contact

Do I need a modem or a router?
A modem is normally for the connection of only one PC or Laptop.
A router allows the connection of several PCs or Laptops. Monzoon recommends a router to all customers so the subscriber can (for example) connect there PC with a cable, and at the same time connect a WLAN hotspot so they can connect their Smartphone and or laptops to the internet through the same DSL service.

What is the function of the DSL filter by analog telephones?
This filter prevents interference through the DSL connection on the analog telephone connection. This filter must be installed between the telephone connection port and the subscriber's analog telephone connection.

What is the function of the DSL splitter by ISDN telephones?
The DSL splitter separates the ISDN signal from the DSL signal for the subscriber to avoid interferences. The splitter is installed at the telephone connection port and contains two ports for ISDN and DSL.

Does every DSL Router / Modem function with my Monzoon DSL?
All ADSL, VDSL und SDSL connections in Switzerland are connected through Swisscom's Fixnet infrastructure. Only certain pre-approved modem / router types can be used on this Fixnet infrastructure. For example a DSL modem purchased outside of Switzerland will most likely not work.

Can I receive a static IP address?
Yes, any Monzoon DSL subscriber can receive a free of cost fix IP address upon written request. (Please notice the special box to cross on the order form)

What is a static IP address?
If you have to ask this question, you most likely do not need one ;-) . IP addresses are always needed for the provisioning of the Internet connection. The IP address enables the connection between web sites, mail systems, and internet users to be identified. Static IP addresses are normally used for the connection of server infrastructure.

What is "Naked DSL" ?
Until recently a subscriber always needed a Swisscom telephone connection to receive a DSL connection. As more and more people cancel there analog fixed line connection and only use there mobile phones or some IP based telephone connection, the need for an analog fixed line telephone connection has dropped. By Monzoon Naked DSL you don't need to order or pay for a Swisscom telephone connection, but you cannot use an analog or ISDN based telephone. The Naked DSL connection is installed in the same manner as all other Monzoon DSL connections.

Administrative Questions:

I am changing my address. What should I do?
If you have a Swisscom telephone connection, simply contact Swisscom (0800 800 800) and inform them of your move, and give them the new address. The service will them be changed to the new address. If this is not possible, then request the change of address on the Monzoon subscriber formula. This change of address has a onetime cost.

How much does support cost over the 0900 telephone number and per email at Monzoon?
The first three minutes of telephone support are free of cost, and thereafter costs 1.50 CHF per minute. During this time Monzoon can offer technical and / or administrative support. Please note that before calling your PC or laptop should be connected to the internet and in proper working order; otherwise Monzoon support cannot help you very much. Email support is free of cost.

Are DSL subscription contract upgrades or downgrades possible?
Upgrades can be made free of cost any time and at the end of each calendar month. Downgrades are are also free of cost and can only be made 30 days within the end of a calendar month.

When does Monzoon send invoices for DSL services?
All DSL service invoices are sent monthly in advance.

Can I pay my invoice per credit card?
Yes, on the subscriber invoice is a link to Monzoon's homepage. By following this link you come to Monzoon's credit card payment portal where you can pay your invoice.

What is the minimum contract period?
The minimum contract period for Monzoon DSL subscriber contracts is six months.