

## **Transparency measures to ensure access to an open Internet at Salt.**

### **Code of Conduct and Arbitration Board**

Together with the other major Swiss Internet service providers Sunrise, Swisscom and UPC as well as the associations SUISSDIGITAL and asut, Salt is committed to an open Internet. To this end, we have defined a Code of Conduct: <http://www.s-nn.ch/en/Erlaeuterung-zu-den-Verhaltensrichtlinien.htm>  
In addition, customers can report any suspected violations of the guidelines to an independent arbitration board specifically created for this purpose: [www.s-nn.ch](http://www.s-nn.ch)

### **Traffic management measures and barriers**

Salt does not use any traffic management measures on its mobile network and does not block any service. All the data is treated equally and therefore there is no impact on Internet access services. Any implications on the privacy of end users or on the protection of personal data are excluded from the outset.

Salt blocks websites with illegal content in accordance with the instructions of the Cybercrime Coordination Unit Switzerland "CYCO" ([www.kobik.ch](http://www.kobik.ch)) and by order of a Swiss court.

According to our terms and conditions, a fair use policy applies to our customers. If a customer exceeds the normal usage, Salt may take measures to ensure the best quality of service for all customers, in particular charging standard unit rates, transfer to a different price plan, internet speed reduction and suspension of the concerned service.

### **Data volume restrictions**

Salt offers subscriptions with limited data volumes (e.g. 3GB per month). After consuming the included data volume, the customer has the option to purchase additional data packages or to continue surfing at a tariff per MB. With our new Young subscriptions, the transmission rate is reduced once the included data volume (56 kbit/s) is consumed. In the case of subscriptions with limited volume, the data consumption of certain services is not charged (zero rating). To find out the exact terms of the corresponding subscription please refer to your contract or the product description on our website.

### **Managed Services**

Salt does not use any so-called "managed services" on its mobile network. Time-critical voice services are not handled via the data channel. This means that no other service affects the availability of the Internet access services.

### **Download and upload speeds**

Salt does not advertise any specific download and upload speeds. All our customers have access to our 4G network where it is available. We exclusively mention the maximum possible download speeds in our mobile network. The actual speed available depends on several factors such as the location, i.e. the available technology and the utilization rate of the respective mobile radio cell. Users can check the technology wise network coverage on our website

(<https://www.salt.ch/de/coverage/>). The current available bandwidth can be measured by the users e.g. on the cnlab website ([www.cnlab.ch](http://www.cnlab.ch)) and also on their mobile app.

### **Restrictions and technical incidents**

Salt strives for a high-quality, stable mobile network. The actual available bandwidth at a given time and place depends on several factors and therefore may vary. As a rule, our offers do not guarantee any specific bandwidth. We inform our customers on current network incidents on the following page: <https://www.salt.ch/en/outages/>.