

Press release

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Salt Fiber support hotline again “connect” test winner

Just a few months after Salt was ranked number one for its mobile support hotline in the “connect” test, the company also succeeded with its broadband product hotline in Switzerland and became overall winner among Austria, Germany and Switzerland for the second year in a row.

In July 2019, the German magazine “connect” evaluated once again the quality of the statements, the accessibility, the waiting time, the costs and the friendliness – in other words - the quality of service of broadband support hotlines in the DACH region. Of the four tested providers in Switzerland (Salt, Sunrise, Swisscom and UPC), Salt scored best and improved its score by 8 points compared to last year.



The success in this test is further confirmation of the quality and customer friendliness of the Salt Fiber product.

Salt Fiber was also ranked fastest internet product on the market by nPerf on July 30, 2019 in its Barometer of fixed internet connections, while a study published by Exane BNP Paribas Research confirmed Salt Fiber clients as the happiest among Swiss broadband customers earlier this year. In June 2019, the product reached the number one spot at the Netflix ISP Speed Index, which measures which internet service provider offers the best primetime Netflix streaming experience.

Pascal Grieder, CEO at Salt commented the test results: *"We are very proud to see Salt Fiber winning the “connect” broadband hotline test for the second time since the launch in 2018."*

And he added *"This distinction is one of a series of awards in recent months, including customer satisfaction and speed recognitions. They truly reflect our relentless efforts on continuously improving our offer and our determination to provide our customers with the best value for money on the market."*

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Salt press office:

Viola Lebel
PR & Communications Manager
+41 78 787 68 60

media@salt.ch, salt.ch, facebook.com/Saltmobile,
twitter.com/Saltmobile_DE (German) or twitter.com/Saltmobile_FR (French), youtube.com/saltswiss

About Salt: Salt is a Swiss telecommunications provider which owns and operates an extensive, high-quality mobile telecommunications network. Thanks to its ultrafast broadband solution called Salt Fiber, Salt provides a unique triple play service, which for the first time in Switzerland takes full advantage of the optical fiber technology by means of symmetrical data transmission rates of up to 10 Gbit/s. Salt Fiber can be combined in an gainful way with Salt's powerful Plus flat rate subscriptions - a revolutionary and straight forward portfolio.

Salt in figures: 1,228,000 postpaid customers (as of 31.03.2019), 103 Salt Stores and 4G coverage of 99% of Switzerland's population.