

Press release

Renens, 1.09.2021

Salt Home service hotline number one in DACH for the fourth consecutive year

Salt was ranked first in service for its broadband service hotline by connect. The operator outperformed its competitors and ranked overall winner in the three-country comparison. Salt has therefore won all corresponding awards since it entered the broadband market in March 2018.

On September 1st 2021, the German periodical "connect" – Europe's largest magazine on telecommunications – released its yearly evaluation of the hotlines of the leading fixed line telecommunication providers in the DACH region (Germany, Austria and Switzerland). The evaluation criteria were reachability, waiting time, friendliness and the quality of advice and counselling provided. In 2021, Salt again achieved excellent ratings in all individual categories and – for the fourth time in a row – ranked first among its Swiss competitors and was awarded overall winner in the three-country comparison.

Back in March this year, Salt achieved excellent results in the connect mobile service hotline test and also ranked number one among all providers in the DACH region.

Pascal Grieder, CEO at Salt comments the test results: *"These excellent results again demonstrate the competitiveness of our Salt Home offer, not only in terms of speed and price, but also with regard to customer service quality. They reflect our ambition to provide customers with an outstanding consumer experience at the best price in the market"*.

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About Salt: Salt is a Swiss telecommunications provider which owns and operates an extensive, high-quality mobile telecommunications network. With Start, Basic, Swiss, Europe, World, Young and Surf, Salt offers a comprehensive portfolio of personal, straightforward and efficient mobile flat rate subscriptions. At up to 1 Gbps and no extra costs, Salt customers can surf on the fastest available internet connection (4G+) – without any speed limitation. Salt's ultra-fast 4G+ network covers over 55% of the Swiss population and its 4G network covers even 99%.

Thanks to its ultrafast broadband solution called Salt Home, 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 Home can be combined in a gainful way with Salt's powerful mobile flat rate subscriptions.

Salt in figures: 1,340,400 postpaid customers (as of 30.06.2021), 103 Salt Stores and 4G coverage of 99% of Switzerland's population.