

# Salt.

PRICE AND PRODUCT INFORMATION

SALT HOME

June 2024

Check on [salt.ch/home](https://salt.ch/home) if our Services are available at your address.

<p>Price</p>	<p>CHF 39.95 / month for all Salt customers with an active mobile subscription which has been provided during the ordering process and which is not in a situation of payment default:  <i>Swiss Max, Europe Max, Travel Max, Smart, Swiss XXL, Europe Data, Europe XXL, Salt Swiss, Salt Swiss Young, Salt Europe Young, Salt World, Plus Swiss, Plus Young Swiss, Plus Swiss &amp; International, Plus Europe, Plus Europe 4GB, Plus Europe Unlimited, Plus World, Europe 1GB, EU&amp;US, Pro Swiss, Pro Europe, Pro Europe Internet, Pro Business, Pro Travel, Company, Company+, Advanced, Advanced+, Premium, Premium+, Premium+ Max, Executive, World Voice Max, All In.</i></p> <p>CHF 49.95 / month (for non-Salt Mobile subscriptions)</p>
<p>Product information</p>	<p><b>Internet via optical fiber (Salt Fiber):</b></p> <ul style="list-style-type: none"> <li>▪ Ultra-high-speed Internet access with 10 Gbit/s technology. 8 Gbit/s is the maximum reachable speed by the customer. The 2 Gbit/s left ensure connection quality. The download and upload speed of the Salt Fiber Box may be limited to 5 Gbit/s when downloading and uploading simultaneously, depending on the configuration of your devices.</li> <li>▪ Functionalities: Wi-Fi / router / NAS access / parental control / energy efficiency</li> </ul> <p><b>Internet via fixed wireless access (Salt Gigabox):</b></p> <ul style="list-style-type: none"> <li>▪ Ultra-high-speed internet access with up to 1 Gbit/s downlink over the 5G network and up to 400 Mbit/s over the 4G network.</li> <li>▪ Functionalities: Wi-Fi/Router</li> </ul> <p><b>Fixed Telephony (only for internet via optical fiber):</b></p> <ul style="list-style-type: none"> <li>▪ DECT core functionalities included in the Salt Fiber Box (conditional on compatibility of the DECT device used)</li> <li>▪ Landline and mobile calls in Switzerland (excluding premium numbers and value-added services)</li> <li>▪ International calls according to the price list provided at <a href="https://www.salt.ch/en/home/telephony">https://www.salt.ch/en/home/telephony</a></li> <li>▪ Calls charged per second</li> </ul> <p><b>TV:</b></p> <ul style="list-style-type: none"> <li>▪ More than 280 TV channels included and available in Switzerland, in accordance with the list available at <a href="https://www.salt.ch/en/home/tv/channels">https://www.salt.ch/en/home/tv/channels</a></li> <li>▪ Advanced TV functionalities (availability in accordance with legal and technical restrictions of each channel):             <ul style="list-style-type: none"> <li>○ Up to 500 cloud-based recordings with no expiration date</li> <li>○ Streaming on multiple devices: Salt TV Box, Apple TV, compatible Smart TVs (Samsung, LG, Android TV-based), PC/Mac, Mobile devices (iOS and Android)</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Streaming on up to 5 screens simultaneously (among them 1 TV). The number of parallel streams could be limited depending on the TV channel.</li> </ul>
<b>Salt Home modems</b>	<p>The Salt Fiber Box is made available to the customer (remains property of Salt):</p> <ul style="list-style-type: none"> <li>▪ Salt Fiber Box and accessories: <ul style="list-style-type: none"> <li>○ Power adaptor and electric cable</li> <li>○ Optical fiber cable (length of 5 m)</li> <li>○ Telephone adaptor</li> <li>○ Quadrilingual installation guide</li> </ul> </li> </ul> <p>In case of a change to the new Fiber Box X6, a one-time fee of CHF 99.95 will be charged on the next bill.</p> <p>The Salt Gigabox is provided to the customer (remains property of Salt):</p> <ul style="list-style-type: none"> <li>▪ Salt Gigabox and accessories: <ul style="list-style-type: none"> <li>○ 4G/5G CPE (outdoor antenna)</li> <li>○ Power adaptor, electric cable and 10 meter network cable</li> <li>○ Wi-Fi router with power cable and 1 meter network cable</li> <li>○ Quadrilingual installation guide</li> </ul> </li> </ul>
<b>TV Box</b>	<p>The first TV Box (Salt TV Box or Apple TV 4K) is included in the offer if ordered during the initial ordering process.</p> <p>If you terminate the Contract within the first twelve (12) months, you must return the TV Box or buy it for a fee of CHF 99.95.</p> <p>You can purchase additional TV Boxes from Salt at the price of CHF 149.95 / Box (excluding delivery fees).</p>
<b>Term of Contract, termination and termination fees</b>	<p>Contracts may be terminated with a notice period of 60 days to the end of each calendar month. In case of non-compliance with the notice period, termination fees are due.</p> <p>Termination fees apply according to the contract generated at the time of subscription.</p> <p>In case you purchased a device, any remaining instalments for your device become due immediately. You can also be billed for any free gifts and extras that were included as part of your offer.</p>
<b>Activation fee</b>	<p>CHF 49.95 for the activation of the internet service  CHF 49.95 for the activation of the TV service</p>

<b>Cancellation fee</b>	CHF 499.95 processing fee for the cancellation of an internet access that has not yet been activated.
<b>Moving</b>	<p>In case of a move and subject to the Services being available at your new address, an activation fee in the amount of CHF 49.95 will be charged. Such fee does not cover the costs for an electrician which might be needed as a result of the move.</p> <p>Should an active Salt Home connection already be available at the new address you are moving to, your contract at the old/former address will be terminated and termination fees limited to CHF 99.95 will be charged to you.</p> <p>Should the service not be available at the new address, the contract will be terminated and the termination fees limited to CHF 99.95.</p>
<b>Activation delay</b>	<p>Approximately 1 to 7 weeks (and depending on local fiber network provider) for the Salt Fiber Box.</p> <p>Approximately 24 hours for the Salt Gigabox.</p>
<b>Installation of the optical fiber outlet</b>	<p>In most cases, this installation is included in the activation fee. However, in some special cases (e.g. condominium building, single-family home, division of a property, construction of an additional apartment, etc.), you may be charged for additional fees for the installation of the optical fiber outlet.</p> <ul style="list-style-type: none"> <li>▪ If you wish to move an already existing optical fiber outlet to a different room, the removal and reinstallation are not included in this installation and will be at your cost</li> <li>▪ The installation fee includes exclusively the installation of the optical fiber outlet (and not the device setup)</li> </ul>
<b>On-site installation (charged option)</b>	<p>First set up of Salt Home services CHF 199.95 includes:</p> <ul style="list-style-type: none"> <li>▪ Verification of the optical fiber connection</li> <li>▪ Unpacking and installation of the material</li> <li>▪ Configuration of the connection to your computer (1 device)</li> <li>▪ Configuration of the connection to your TV (1 device)</li> <li>▪ Connection of your DECT telephony device (1 device)</li> <li>▪ Demonstration of usage of the Salt.tv app</li> </ul>
<b>IPv4 (charged option)</b>	<p>CHF 9.95 includes:</p> <ul style="list-style-type: none"> <li>▪ Public &amp; fixed IPv4 address provided in addition to an IPv6 one, which is given by default</li> </ul>
<b>Return of equipment</b>	At the end of the Contract, you must return the equipment undamaged to Salt no later than thirty (30) days after the end of the term.

	<p><b><u>Salt Fiber Box / Salt Fiber Box X6</u></b> If you fail to return the equipment or return damaged equipment, you must pay a compensation of CHF 199.– for the Salt Fiber Box / Salt Fiber Box X6.</p> <p><b><u>Salt Gigabox</u></b> If you fail to return the equipment or return damaged equipment, you must pay a compensation of CHF 299.– for the 4G/5G CPE antenna and CHF 79.95 for the Wi-Fi router.</p>
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Other fees:

Paper bill	CHF 2.95 per invoice
Reminder fees	CHF 30.– for the first payment reminder and up to CHF 75.– for each subsequent reminder
Suspension fees	CHF 50.– per Salt customer account
Payment fees with ISR at Post Office	CHF 4.45 per payment ISR at Post Office counter
Change of owner fee	CHF 49.95, charged one time on the first invoice
Invalid address / undeliverable postal mail	The address is incorrect or was not updated after a move and, therefore, invoices and reminders cannot be delivered. 9.95/ invoice or reminder undeliverable
Copy of a detailed invoice by post	<ul style="list-style-type: none"> <li>▪ Up to 6 invoices: CHF 9.95 / on request</li> <li>▪ From 7 invoices: CHF 19.95 / on request</li> </ul>
Copy of a detailed invoice by e-mail	<ul style="list-style-type: none"> <li>▪ Up to 6 invoices: CHF 4.95 / on request</li> <li>▪ From 7 invoices: CHF 9.95 / on request</li> </ul>
Account statement (post or email)	CHF 9.95 / on request
Copy of contract (post or email)	CHF 9.95 / on request

Processing fees – collection agency	Processing fees after the debt has been transferred to the collection agency (at the earliest from the 70 <sup>th</sup> day following the invoice date), depending on the amount of the debt:	
	Amount of the debt in CHF	Processing fees in CHF
	1.– up to 20.–	50.–
	21.– up to 50.–	70.–
	51.– up to 100.–	100.–
	101.– up to 150.–	120.–
	151.– up to 250.–	149.–
	251.– up to 500.–	195.–
	501.– up to 1'500.–	308.–
	1'501.– up to 3'000.–	448.–
	3'001.– up to 10'000.–	1'100.–
	10'001.– up to 20'000.–	1'510.–
	20'001.– up to 50'000.–	2'658.–
From 50'000.–	6 % of the amount of the debt	

Customer Care	Online support: <a href="https://www.salt.ch/en/help/home">https://www.salt.ch/en/help/home</a>
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