

Salt.

PRICE AND PRODUCT INFORMATION

SALT HOME

November 2025

Check on www.salt.ch/home if our services are available at your address.

Price	<ul style="list-style-type: none"> ▪ Salt Home: <ul style="list-style-type: none"> ○ CHF 39.95/month (with an active compatible Salt Mobile subscription*) ○ CHF 49.95/month (without a Salt Mobile subscription) ▪ Salt Home+: <ul style="list-style-type: none"> ○ CHF 49.95/month (with an active compatible Salt Mobile subscription*) ○ CHF 69.95/month (without a Salt Mobile subscription) ▪ Salt Gigabox: <ul style="list-style-type: none"> ○ CHF 39.95/month (with an active compatible Salt Mobile subscription*) ○ CHF 49.95/month (without a Salt Mobile subscription) <p><i>*List of compatible Salt Mobile subscriptions: 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 & International, Plus Europe, Plus Europe 4GB, Plus Europe Unlimited, Plus World, Europe 1GB, EU&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>
Product information	<p>Fiber-optic internet (Salt Home/Salt Home+):</p> <ul style="list-style-type: none"> ▪ High-speed internet access with 10 Gbit/s technology. 8 Gbit/s is the maximum speed attainable 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. ▪ Functionalities: Wi-Fi, router, NAS access, parental control, and energy efficiency. <p>Internet via fixed wireless access (Salt Gigabox):</p> <ul style="list-style-type: none"> ▪ 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. ▪ Functionalities: Wi-Fi and router. <p>Fixed telephony (only for fiber-optic internet):</p> <ul style="list-style-type: none"> ▪ Landline and mobile calls in Switzerland (excluding premium numbers and value-added services). ▪ International calls according to the price list provided at https://www.salt.ch/en/home/telephony ▪ Calls charged per second.

	<p>TV:</p> <ul style="list-style-type: none"> ▪ More than 300 TV channels included and available in Switzerland, in accordance with the list available at https://www.salt.ch/en/home/tv. ▪ TV features included with Salt Home and Salt Gigabox (availability subject to legal and technical channel restrictions): <ul style="list-style-type: none"> ○ Cloud recording of up to 500 programmes. ○ Streaming on multiple devices: Salt TV Box, Apple TV, compatible smart TVs (Samsung, LG, Android TV), PC/Mac, mobile devices (iOS and Android). ○ Streaming on up to 5 screens simultaneously (among them 1 TV). The number of parallel streams could be limited depending on the TV channel. ▪ TV features included with Salt Home+ (availability subject to legal and technical channel restrictions): <ul style="list-style-type: none"> ○ All the TV features included with Salt Home ○ 7 days Replay option ○ Recordings Max option ○ Multiroom option ○ Sky Show Standard package (with the Salt TV Deutsch or Salt TV Italiano basic TV package) or CANAL+ La Chaîne en Live package (with the Salt TV Français basic TV package).
Salt internet box	<p>The Salt Fiber Box, is made available to the customer, but remains the property of Salt, along with its accessories.</p> <p>One-time fee for changing the Fiber Box: CHF 99.95.</p> <p>The Salt Gigabox is made available to the customer, but remains the property of Salt, along with its accessories:</p> <ul style="list-style-type: none"> ▪ 4G/5G box (external antenna) ▪ Power supply and flat Ethernet cable ▪ Wi-Fi router with power supply
TV box	<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 your TV box or purchase it for CHF 99.95.</p> <p>You can purchase additional TV boxes from Salt at the following price:</p> <ul style="list-style-type: none"> ▪ Salt TV Box: CHF 99.95 (excluding delivery fees) ▪ Apple TV 4K: CHF 149.95 (excluding delivery fees)
Term of Contract, termination and termination fees	<p>A minimum contract term of 24 months applies (unless otherwise specified in the contract).</p>

	<p>In the event of termination before the end of the minimum contractual term, the remaining monthly instalments will be invoiced and due.</p> <p>At the end of this minimum contractual term, the contract can 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>
Activation fees	<p>CHF 49.95 for internet service activation</p> <p>CHF 49.95 for TV service activation</p>
Cancellation fee	<p>CHF 499.95 processing fee for the cancellation of an internet access that has not yet been activated.</p>
Move	<p>In case of a move and subject to service availability at your new address, an activation fee of CHF 49.95 will be charged.</p> <p>Should an active Salt Home connection already be available at your new address, your contract at the old address will be terminated and termination fees limited to CHF 99.95 will be charged to you.</p> <p>Should the services not be available at your new address (proof required, e.g. rental contract), the contract will be terminated and the termination fees will be limited to CHF 99.95.</p>
Activation time	<p>Between approximately 1 and 12 weeks (depending on customer configuration and the availability of a fiber-optic outlet) for a fiber-optic subscription (Salt Home/Salt Home+).</p> <p>Between 48 and 72 hours for a Salt Gigabox subscription.</p>
Gigabox customer eligible for fiber-optic	<p>If eligible for fiber-optic as part of its rollout in Switzerland, a Salt Gigabox subscription will be migrated to a fiber-optic subscription (Salt Home or Salt Home+).</p> <p>Salt will inform the customer of the procedure, if applicable.</p>
Fiber-optic outlet (OTO) installation	<p>Further information on installing the fiber-optic outlet (OTO) is available here: www.salt.ch/en/help/home/oto-installation</p>
On-site installation by a Salt expert (additional paid option)	<p>On-site installation of Salt Home services includes the following:</p> <ul style="list-style-type: none"> ▪ verification of the fiber-optic connection ▪ unpacking and installation of the material ▪ set-up of the Wi-Fi connection on customer devices (1 computer and 2 mobile devices) ▪ set-up of the Salt TV account and TV box ▪ set-up of the customer's fixed telephony or fax (up to 1 device)

	<ul style="list-style-type: none"> ▪ Salt.tv app demonstration <p>Price: CHF 199.95</p>
Return of equipment	<p>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> <p><u>Salt Fiber Box (Salt Home/Salt Home+)</u> If you fail to return the equipment or return damaged equipment, you must pay a compensation of CHF 299.– for the Salt Fiber Box.</p> <p><u>Salt Gigabox</u> 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>

Other fees:

Paper invoice	<ul style="list-style-type: none"> ▪ With communications details: CHF 3.95 per invoice ▪ Without communications details: CHF 5.- 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 QR-bill at the post office	CHF 4.45 per payment by QR-bill at the post office
Incorrect or missing payment reference	<p>Fixed fee for the manual posting of a payment with an incorrect or missing QR reference.</p> <p>CHF 5.- per payment</p>
Change of owner fee	CHF 49.95, charged one time on the first Salt Home invoice
Invalid address/undeliverable postal mail	<p>The address is incorrect or was not updated after a move and, therefore, invoices and reminders cannot be delivered.</p> <p>CHF 9.95 per undeliverable invoice or reminder</p>
Copy of a detailed invoice by post	<ul style="list-style-type: none"> ▪ Up to 6 invoices: CHF 9.95 per request ▪ From 7 invoices: CHF 19.95 per request
Copy of a detailed invoice by email	<ul style="list-style-type: none"> ▪ Up to 6 invoices: CHF 4.95 per request ▪ From 7 invoices: CHF 9.95 per request

Account statement (by post or email)	CHF 9.95 per request																										
Copy of contract (by post or email)	CHF 9.95 per request																										
Data protection enquiries	<p>Fee for processing data protection enquiries in accordance with Art. 19 of the Data Protection Ordinance.</p> <p>Based on the effort involved up to CHF 300.-</p>																										
Processing fees – collection agency	<p>Processing fees after the debt has been remitted to the collection agency (at the earliest from the 70th day following the invoice date), depending on the amount of the debt:</p> <table> <tr> <th>Claimed amount in CHF</th><th>Processing fees in CHF</th></tr> <tr> <td>1.- up to 20.-</td><td>50.-</td></tr> <tr> <td>21.- up to 50.-</td><td>70.-</td></tr> <tr> <td>51.- up to 100.-</td><td>100.-</td></tr> <tr> <td>101.- up to 150.-</td><td>120.-</td></tr> <tr> <td>151.- up to 250.-</td><td>149.-</td></tr> <tr> <td>251.- up to 500.-</td><td>195.-</td></tr> <tr> <td>501.- up to 1,500.-</td><td>308.-</td></tr> <tr> <td>1,501.- up to 3,000.-</td><td>448.-</td></tr> <tr> <td>3,001.- up to 10,000.-</td><td>1,100.-</td></tr> <tr> <td>10,001.- up to 20,000.-</td><td>1'510.-</td></tr> <tr> <td>20,001.- up to 50,000.-</td><td>2,658.-</td></tr> <tr> <td>From 50,000.-</td><td>6% of the amount of the debt</td></tr> </table>	Claimed amount 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
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Customer Service	Online support: www.salt.ch/en/help/home																										