

Press release

Renens, 19.03.2020

Salt stands by you

In light of the COVID-19 pandemic, Salt pursues its commitment towards the Swiss population to ensure smooth telecommunications. Both Mobile and Fixed Internet networks are currently running stable and able to cope well with the increased demand. A selection of Salt Stores, in central locations are currently operating with reduced staff as part of the core services.

The current situation is a major challenge for the economy and society, which is why at Salt we are doing what we can to mitigate the current difficulties. Salt's mobile network and fixed network (Salt Fiber) continue to function without any restrictions. On average, a 50% traffic rise was registered for voice and up to 40% for data. The operator has not registered any special incidents on its mobile network so far. We are confident in our ability to handle further traffic increases. Also on the fixed internet side, no bottlenecks are registered for customers.

Selected stores open and staffed by volunteers, to ensure basic service level

Around twenty Salt Stores throughout Switzerland are currently open for the public, in order to ensure the "work from home" guidelines can be enforced (e.g. exchanging broken smartphones). The service is provided by employees who have volunteered and do not depend on public transportation. Selected stores are open from 10am to 6pm on Monday to Friday and from 10am to 5pm on Saturday ([open store list here](#)).

Customer propositions expanded to reflect special circumstances

As announced on Monday, March 16th, Salt decided to facilitate home office for its B2B customers by providing unlimited data until the end of May at no extra cost.

As for the residential segment, German speaking mobile customers will be offered a two-month complementary access to Sky Kids and Salt Fiber customers having Salt TV by CANAL as basic TV package will get a two-week complimentary access to six "Canal+" channels. On top, on Salt TV, a selection of films will be available for 2CHF per movie, as of this Friday. The operator is in the process of evaluating other measures and eligible customers will be informed in due course.

Press release

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. 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 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 a gainful way with Salt's powerful mobile flat rate subscriptions.

Salt in figures: 1,244,500 postpaid customers (as of 30.09.2019), 103 Salt Stores and 4G coverage of 99% of Switzerland's population.