

Salt.

PRICE AND PRODUCT INFORMATION

SALT HOME

July 2021

Check on fiber.salt.ch 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:</p> <p><i>Plus Swiss, Plus Swiss & International, Plus Europe, Plus World, Plus Senior Swiss, Plus Senior Europe, Salt Swiss, Salt Swiss Flat, Salt Swiss Young, Salt Europe, Salt Europe Young, Salt World, Plus Young Swiss, Plus Young Europe, Smart Swiss, Swiss XXL, Europe 1 GB, Major All in, Major International Europe, Major Light World, Major Roam World, Major Roaming Europe, Major Roaming Europe 50GB, Major Roaming World v2, Major Swiss, Das Abo International, Das Abo Swiss, Salt Digital Europe, Swiss WWF.</i></p> <p>CHF 49.95 / month (for non-Salt Mobile subscriptions)</p>
<p>Product information</p>	<p>Internet:</p> <ul style="list-style-type: none"> ▪ Ultra-high-speed Internet access with 10 Gbit/s technology. Max. 10 Gbit/s down- and upload. 8 Gbit/s is the maximum reachable speed by the customer. The 2 Gbit/s left ensure connection quality. ▪ Functionalities: WiFi / Router / NAS access / parental control / energy efficiency <p>Fixed Telephony:</p> <ul style="list-style-type: none"> ▪ DECT core functionalities included in the Salt Fiber Box (conditional on compatibility of the DECT device used) ▪ Landline and mobile calls in Switzerland (excluding premium numbers and value added services) ▪ International calls according to the price list provided at https://fiber.salt.ch/telephony ▪ Calls charged per second <p>TV:</p> <ul style="list-style-type: none"> ▪ More than 250 TV channels included in accordance with the list available at https://fiber.salt.ch/tv/channels ▪ You can choose between the German speaking TV package, the French speaking TV package including access to the myCanal app or Italian TV package. ▪ Access to video on demand (VOD) services and other paying options and services <p>Advanced Smart TV functionalities (availability in accordance with legal and technical restrictions of each channel):</p> <ul style="list-style-type: none"> ▪ Cloud-based recording of up to 500 movies and broadcasts ▪ Replay function: 30 hours included, up to 7 days in option (CHF 2.95/month) ▪ Pause/play function

	<ul style="list-style-type: none"> ▪ Multiple screen: streaming on up to 5 simultaneous screens ▪ Available on the Apple TV, PC/Mac (browser), iOS, Android mobile
Salt Fiber Box	<p>The Salt Fiber Box Is made available to the customer (remains propriety of Salt):</p> <ul style="list-style-type: none"> ▪ Salt Fiber Box and accessories: <ul style="list-style-type: none"> ○ Power adaptor and electric cable ○ Optical fiber cable (length of 5m) ○ Giga Ethernet CAT6A cable (length of 3m) ○ Telephone adaptor ○ Quadrilingual installation guide <p>In case of a change to the new Fibre Box X6, a one-time fee of CHF 99.95 will be charged on the next bill.</p>
TV Box	<p>The first Apple TV 4K Box 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 Apple TV 4K box or must pay a fee of CHF 99.95</p> <p>You can purchase additional Apple TV 4K Boxes from Salt at the price of CHF 187.95 / Apple TV 4K Box</p> <p>The number of parallel streams viewed on TV Boxes, PC, iOS and Android Mobile could be limited depending on the TV channel.</p>
Term of Contract, termination and termination fees	<p>No minimum period.</p> <p>Contracts can be terminated with 60 days' notice to the end of a calendar month. In case of non-compliance with the notice period, the monthly recurring charge for this period is due.</p> <p>Termination fees apply: Maximum amount of CHF 198.- in case of termination during the first month. Thereafter termination fee is decreasing by CHF 6.- per month. No termination fees are due after 33 months.</p>
Activation fee	<p>CHF 1.- for the activation of the Internet line CHF 98.95 for the activation of the TV service</p>
Cancellation fee	<p>CHF 199.- processing fee for the cancellation of an Internet access that has not yet been activated.</p>

<p>Moving</p>	<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 99.95 will be charged. Such fee does not cover the costs for an electrician which might be needed as a result of the move. In case the Services are not available at your new address, the termination fees apply.</p> <p>The notice period in case of a move is 5 weeks. In case of non-compliance with the notice period, 1-month recurring charge is due.</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>
<p>Activation delay</p>	<p>Approximately 1 to 7 weeks (and depending on local fiber network provider)</p>
<p>Installation of the optical fiber outlet</p>	<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"> ▪ 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 ▪ The installation includes exclusively the installation of the optical fiber outlet (and not the device setup)
<p>On-site installation (charged option)</p>	<p>CHF 199.95 includes:</p> <ul style="list-style-type: none"> ▪ Verification of the optical fiber connection ▪ Unpacking and installation of the material ▪ Configuration of the connection to your computer (1 device) ▪ Configuration of the connection to your TV (1 device) ▪ Connection of your DECT telephony device (1 device) ▪ Demonstration of usage of the Salt TV app
<p>IPv4 (charged option)</p>	<p>CHF 9.95 includes:</p> <ul style="list-style-type: none"> ▪ Public & fixed IPv4 address provided in addition to an IPv6 one, which is given by default
<p>Return of equipment</p>	<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>If you fail to return the equipment, cables and accessories or return damaged equipment, cables and accessories you</p>

	must pay a compensation in the amount of CHF 199.- for Salt Fiber Box, CHF 55.- for fiber-optic SFP module, CHF 10.- for packaging and per cable (fiber cable, RJ45 and power cable) and CHF 5 for RJ11 adaptor.
Access technology	FTTH optical fiber
Estimated data transmission rate	Up to 10 Gbit/s down- and uplink. 8 Gbit/s is the maximum reachable speed by the customer. The 2 Gbit/s left ensure connection quality. Upload speed may be limited to 5 Gbit/s on Salt Fiber box when running simultaneous downloading and uploading in parallel, depending end devices configuration.

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
Payment fees at Salt Store	CHF 5.95 per payment at Salt Store
Change of owner fee	CHF 49.95, charged one time on the first Salt Home invoice
Copy of a detailed invoice by post	<ul style="list-style-type: none"> ▪ Up to 6 invoices: CHF 9.95 / request ▪ From 7 invoices: CHF 19.95 / request
Copy of a detailed invoice by e-mail	<ul style="list-style-type: none"> ▪ Up to 6 invoices: CHF 4.95 / request ▪ From 7 invoices: CHF 9.95 / request
Account statement (post or email)	CHF 9.95 / request
Copy of contract (post or email)	CHF 9.95 / request
Processing fees – collection agency	Processing fees after the debt has been transferred to the collection agency (at the earliest from the 70th 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: https://fiber.salt.ch/en/help/home
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