

# Salt.

PRICE AND PRODUCT INFORMATION

SALT HOME

May 2022

Check on [fiber.salt.ch](https://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 &amp; 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 Europe Data, 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, Pro Europe, Pro Business, Pro Travel, Pro Swiss.</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. 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.</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://fiber.salt.ch/telephony">https://fiber.salt.ch/telephony</a></li> <li>▪ Calls charged per second</li> </ul> <p><b>TV:</b></p> <ul style="list-style-type: none"> <li>▪ More than 260 TV channels included in accordance with the list available at <a href="https://fiber.salt.ch/tv/channels">https://fiber.salt.ch/tv/channels</a></li> <li>▪ You can choose between the German-speaking TV package, the French-speaking TV package including access to the myCANAL app or the Italian-speaking TV package.</li> <li>▪ Access to video on demand (VOD) services and other paying options and services</li> </ul>

	<p>Advanced Smart TV functionalities (availability in accordance with legal and technical restrictions of each channel):</p> <ul style="list-style-type: none"> <li>▪ Cloud-based recording of up to 500 movies and broadcasts</li> <li>▪ Pause/play function</li> <li>▪ Multiple screen: streaming on up to 5 screens simultaneously</li> <li>▪ Available on the Apple TV, PC/Mac (browser), iOS, Android mobile</li> </ul>
<p><b>Salt Home modems</b></p>	<p>The Salt Fiber Box is made available to the customer (remains propriety 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>
<p><b>TV Box</b></p>	<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 149.95 / 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>
<p><b>Term of Contract, termination and termination fees</b></p>	<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>

	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.
<b>Activation fee</b>	CHF 1.– for the activation of the internet line CHF 98.95 for the activation of the TV service
<b>Cancellation fee</b>	CHF 199.95 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. 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>
<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 includes exclusively the installation of the optical fiber outlet (and not the device setup)</li> </ul>

On-site installation (charged option)	<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>
IPv4 (charged option)	<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>
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><b><u>Salt Fiber Box / Salt Fiber Box X6</u></b>  If you fail to return the equipment, cables and accessories or return damaged equipment, cables and accessories you must pay a compensation of CHF 199.– for the Salt Fiber Box/ Salt Fiber Box X6, CHF 55.– for the fiber-optic SFP module, CHF 10.– for the packaging and per cable (fiber cable, RJ45 and power cable) and CHF 5.– for the RJ11 adaptor.</p> <p><b><u>Salt Gigabox</u></b>  If you fail to return the equipment, cables and accessories or return damaged equipment, cables and accessories you must pay a compensation of CHF 299.– for the 4G/5G CPE antenna, CHF 99.– for the Wi-Fi router, CHF 10.– for packaging and per cable and CHF 10.– for the power adaptor.</p>

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 Salt Home 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	<p>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:</p> <table border="1"> <thead> <tr> <th>Amount of the debt in CHF</th> <th>Processing fees in CHF</th> </tr> </thead> <tbody> <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> </tbody> </table>	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
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Customer Care	Online support: <a href="https://fiber.salt.ch/en/help/home">https://fiber.salt.ch/en/help/home</a>																										