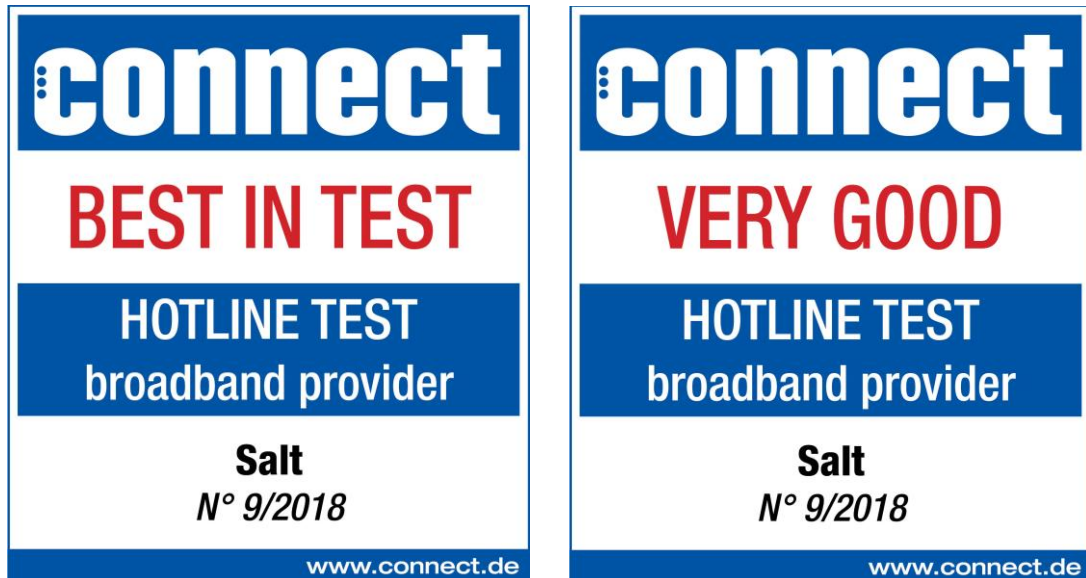


Press release

Renens, 02.08.2018



## **Salt Fiber's customer service ranked 1<sup>st</sup> by Connect in a hotline test performed among 15 service operators**

- Salt was ranked the No1 fixed line hotline amongst 15 tested operators in Switzerland, Germany and Austria. The Salt hotline especially outperformed competitors with remarkable strengths in the categories "waiting time" and "quality of statements made".
- Launched a few months ago, Salt Fiber is Switzerland's most technologically advanced triple play offer comprising landline, television and broadband internet services for only CHF 39.95.-/month for Salt mobile customers.
- Salt Fiber offers ultimate entertainment experience thanks to the fastest internet connection ever commercialised in Switzerland (10 Gbit/s symmetrical bandwidth) and an Apple TV 4K as an exclusive set-top box thanks to its unique partnership with Apple.

## Press release

Andreas Schönenberger, CEO of Salt Mobile SA, said: "This ranking underlines both our relentless investments in customer service and the customer centricity of our company. I am very proud of the team's achievement and this excellent result, which offhand places us at the top of customer service for fixed line products in Germany, Switzerland and Austria. It demonstrates the knowledgeability, the dedication and the focus on customer satisfaction of our agents."

Who has the best hotline service for broadband services in Switzerland? That was the question that connect aimed to answer with a hotline test performed across a total of 15 service providers in Germany, Austria and Switzerland. Not only has Salt been ranked number one among Swiss competitors but effectively achieved the best score among all tested providers.

With 451 out of a maximum of 500 possible points, Salt has particularly convinced in the category "waiting time" in which it clearly dominates UPC Cablecom and Swisscom but also Sunrise. Yet, the team behind Salt Fiber also managed to achieve a score of 312 / 350 points in the category "quality of statements made", which indicates that in almost all cases the team behind Salt Fiber provided customers with correct and complete answers.

### DIE HOTLINES DER SCHWEIZER FESTNETZBETREIBER

ANBIETER	SALT	UPC CABELCOM	SUNRISE	SWISSCOM
Festnetz-Hotline	0800 700 700	0800 66 88 66	0800 707 707	0800 800 800
Erreichbarkeit	Mo.-Fr. 8-20 Uhr Sa 9-18 Uhr	8-22 Uhr	Mo.-Fr. 8-19 Uhr	Mo-Sa 7-20 Uhr
Kosten	kostenlos	kostenlos	kostenlos	kostenlos <sup>1</sup>
TELEFON-SERVICE				
Anzahl der Hotline-Anrufe	25	25	25	25
davon geführte Gespräche	25	25	25	25
Gesprächsdauer im Schnitt ohne Wartezeit (Minuten)	4:04	5:35	4:52	4:52
durchschnittliche Wartezeit (Minuten)	0:36	4:16	0:49	1:38
Punkte Erreichbarkeit (maximal 75)	sehr gut (68)	sehr gut (65)	sehr gut (66)	sehr gut (68)
Punkte Wartezeit (maximal 35)	sehr gut (33)	mangelhaft (17)	sehr gut (32)	gut (29)
Punkte Kosten (maximal 15)	überragend (15)	überragend (15)	überragend (15)	überragend (15)
Punkte Freundlichkeit (maximal 25)	sehr gut (23)	sehr gut (23)	sehr gut (23)	sehr gut (22)
Punkte Qualität Aussage (Richtigkeit) (maximal 350)	sehr gut (312)	sehr gut (319)	sehr gut (298)	gut (280)
<b>connect URTEIL</b> max. 500	<b>451 sehr gut</b>	<b>439 sehr gut</b>	<b>434 sehr gut</b>	<b>414 gut</b>

*With a score of 451 out of a total of 500 possible points, the team behind Salt Fiber's hotline managed to provide an overwhelmingly pleasant customer experience to Connect's anonymous testers, earning itself the rating "very good" as well as a conspicuous first place.*

## Press release

Salt offers the ultimate entertainment experience on the fastest network ever commercialised in Switzerland. Its innovation makes Salt Fiber not only Switzerland's most technologically advanced triple play offer with a symmetrical bandwidth of up to 10 Gbit/s but also the most transparent and easy to understand offer on the market. Salt's telecommunications suite comprising landline, television and broadband internet services, is available for only CHF 49.95/month and CHF 39.95.-/month for Salt mobile customers. Thanks to a unique set of partnerships with Apple, Zattoo, Hollystar, Sky and CANAL+, Salt Fiber provides customers with two dedicated and self-installing apps on the Apple TV 4K included in the offer, more than 300 TV channels of which more than half in HD and a large video on demand offering with attractive premium content. It is available to more than 1'300'000 households in Switzerland, which are equipped with fiber-to-the-home (FTTH).

### Salt press office:

Benjamin Petrzilka  
Media & PR Manager  
+41 78 787 64 79

[media@salt.ch](mailto:media@salt.ch), [salt.ch](http://salt.ch), [facebook.com/Saltmobile](https://facebook.com/Saltmobile),  
[twitter.com/Saltmobile\\_DE](https://twitter.com/Saltmobile_DE) (German) or [twitter.com/Saltmobile\\_FR](https://twitter.com/Saltmobile_FR) (French), [youtube.com/saltswiss](https://youtube.com/saltswiss)

About Salt: Salt is a Swiss telecommunications provider which owns and operates an extensive, high-quality mobile telecommunications network infrastructure. 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 Plus flat rate subscriptions - a revolutionary portfolio which, thanks to its simplicity, has already convinced more than 95% of Salt's customer base.

Salt in figures: 1,223,000 postpaid customers (as of 31/12/2017), 88 Salt Stores and 4G coverage of 98% of Switzerland's population.