

# Salt.

PRICE AND PRODUCT INFORMATION

SALT FIBER

May 2019

The Services are always subject to availability at the address of your fixed network connection.

Check on [fiber.salt.ch](http://fiber.salt.ch) if our Services are available at your address.

<p><b>Price</b></p>	<p>CHF 49.95 / month</p> <p>CHF 39.95 / month for all Salt customers with an active Plus Swiss, Smart Swiss, Plus Europe or Plus World subscription which has been declared to Salt during ordering process and which are not in a situation of payment default</p>
<p><b>Product information</b></p>	<p><b>Internet:</b></p> <ul style="list-style-type: none"> <li>▪ Ultra-high-speed Internet access with up to 10 Gbit/s down- and uplink</li> <li>▪ Functionalities: WiFi / Router / NAS access / parental control / energy efficiency</li> </ul> <p><b>Fixed:</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="http://fiber.salt.ch/telephony">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 220 TV channels included according to the list provided at <a href="http://fiber.salt.ch/tv/channels">fiber.salt.ch/tv/channels</a></li> <li>▪ You choose between the German speaking TV package with 30 additional TV channels for the entire family or the French speaking TV package with 35 additional TV channels and access to the myCanal application</li> <li>▪ Access to video on demand (VOD) services and further service packages and options charged additionally</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>▪ Replay function (7 days)</li> <li>▪ Pause/play function</li> <li>▪ Multi-box/ multiple screen viewing function for up to 5 signals from TV boxes, PC, iOS and Android Mobile</li> </ul>

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"> <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 5m)</li> <li>○ Giga Ethernet CAT6A cable (length of 3m)</li> <li>○ Telephone adaptor</li> <li>○ Quadrilingual installation guide</li> </ul> </li> </ul>
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</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	CHF 99.95 payable only by credit card upon placement of order
Moving	<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>
Activation delay	Approximately 1 to 7 weeks (and depending on local fiber network provider)
Installation of the optical fiber plug	<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</p>

	<p>charged for additional fees for the installation of the optical fiber plug.</p> <ul style="list-style-type: none"> <li>▪ If you wish to move an already existing optical fiber plug 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 plug (and not the device setup).</li> </ul>
<p><b>On-site installation (charged option)</b></p>	<p>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 the Salt TV interfaces</li> </ul>

<p><b>Return of equipment</b></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 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.</p>
<p><b>Access technology</b></p>	<p>FTTH optical fiber</p>
<p><b>Estimated data transmission rate</b></p>	<p>Up to 10 Gbit/s down- and uplink</p>
<p><b>Customer Care</b></p>	<p>Online support: <a href="https://fiber.salt.ch/support">fiber.salt.ch/support</a> or helpline at 0800 700 500</p>

Other fees:

Paper bill	CHF 2 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 3.95 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 Fiber invoice