



Press release

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Connect Fixed-Line Hotline Test: Salt Closes The Gap To The 1st Place

On September 6, 2024, the German Magazine Connect released its yearly evaluation of the hotlines of the fixed-line telecommunication providers in the DACH region (Germany, Austria, and Switzerland). Among all Swiss operators, Salt was among the top competitors in the industry, with a very close outcome.

Salt is proud to announce its strong performance in the latest [Connect Hotlines Test 2024 for fixed-line providers](#) across Austria, Germany, and Switzerland. The test placed Salt among the top contenders, securing an impressive second place with 466 points – a significant improvement of 12 points from last year's score of 454. The results highlight a very close competition, with Salt closing in on the top spot by Swisscom by just a single point, maintaining a seven-point lead over Sunrise. Salt has achieved outstanding results in key customer service areas, including accessibility, interactive voice response, and friendliness. The company also demonstrated very good performance in wait times and delivering high-quality, accurate information to customers. Salt's enhanced consulting services reflect its strong commitment to exceptional service. With its outstanding fibre-optic network, Salt proudly serves almost 250,000 fixed-line customers and continues to solidify its position as a premier provider, delivering unparalleled customer experiences.

Max Nunziata, CEO at Salt, comments on the test results: *"We are thrilled with the Connect Fixed-Line Hotline Test results. This recognition underscores our efforts to prioritize customer satisfaction and continuously enhance our service offerings."*

About Salt

Salt stands for offering innovation and premium products at attractive prices in the Swiss telecommunications market. An outstanding mobile network (Connect, 2024), Switzerland's fastest fixed internet (Ookla® Speedtest Intelligence® Q1-Q2 2024) and customer-centric service ensure an outstanding experience for its business and residential subscribers. The company's services, as well as its fixed and mobile networks, have received repeated awards: best universal provider for large companies and residential customers (Bilanz, 2023), best broadband offer (Connect, 2023), outstanding mobile network (Connect, 2024), best performing internet connection (Nperf, 2023), winner regional fixed-network providers with "outstanding" rating (Connect, 2024), test winner overall test rating mobile service provider postpaid (SIQT 2024), best broadband tariff (SIQT, 2022) and number one B2B mobile provider (SIQT, 2022). Based in Renens (VD), Salt has two additional offices in Biel and Zurich. The company employs more than 1,000 employees and serves more than 1,600,000 postpaid mobile and almost 250,000 broadband customers across Switzerland. Salt currently offers 99.9% population mobile coverage.

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