



INFO SHEET N°25

# Starlink

## Satellite internet — for areas without fibre

*The revolution of high-speed internet everywhere in Switzerland — even in the mountains, even in a motorhome.*

*Starlink is a satellite internet service developed by SpaceX (Elon Musk). Thanks to thousands of small satellites in low orbit, it provides high-speed internet practically anywhere in the world — including rural areas, Swiss mountains, or from a travelling motorhome.*



# How does Starlink work?

## The principle in 3 simple points



### The satellites

Thousands of small satellites in low orbit (550 km) — much closer than old satellites (36,000 km).



### The dish at your home

A small dish (~30cm) placed on your roof or outside. It connects automatically to the satellites passing overhead.



### Your Wi-Fi

The dish is connected to a Wi-Fi router — all your devices (phone, tablet, PC) have internet access just like with any operator.



**The big difference from old satellites:** Thanks to the very low orbit of Starlink satellites, the response time (latency) is similar to a fibre connection — whereas old geostationary satellites had 30x higher latency, making browsing and video calls difficult.



## Who is Starlink for?



### Rural areas & mountains

You live in a mountain village, an isolated hamlet, a farm — where fibre will never arrive. Starlink gives you high-speed internet like in the city.



### Motorhome travellers & voyagers

You travel Europe by motorhome. With Starlink Mobile, you have high-speed internet wherever you are — France, Spain, Italy, Portugal...



### Boats & Swiss lakes

On your boat on Lake Geneva, Lake Constance or Lake Neuchâtel — Starlink Maritime ensures a stable connection even far from shore.



### Second homes

Your mountain chalet has no fibre? Starlink is the ideal solution for internet, watching films or making video calls from your second home.



# Starlink offers — indicative examples



## Starlink Residential

~60 CHF /mois

For your home or fixed second residence · Speed 100–300 Mbit/s · Installation included



## Starlink Mobile

~60–165 CHF /mois

For motorhome, boat, travel · Usable anywhere in Europe · Compact dish available



## Dish kit

~350–650 CHF une seule fois

Dish + Wi-Fi router · One-time purchase · Easy to install yourself or by a technician



## Pause possible

Flexible

Option to pause the subscription · Ideal for seasonal second homes or motorhomes



**Prices change regularly** — Always check current rates on **starlink.com** before ordering. Starlink frequently adjusts its offers and prices by country.



## Performance — what you can do with Starlink

| Use                              | Need         | Starlink       | Result      |
|----------------------------------|--------------|----------------|-------------|
| Web browsing                     | 1–5 Mbit/s   | 100–300 Mbit/s | ✓ Excellent |
| Email & social media             | 1 Mbit/s     | 100–300 Mbit/s | ✓ Excellent |
| Video calls (WhatsApp, FaceTime) | 2–5 Mbit/s   | 100–300 Mbit/s | ✓ Excellent |
| TV streaming (Netflix, BBC)      | 5–25 Mbit/s  | 100–300 Mbit/s | ✓ Excellent |
| Phone calls (VoIP)               | 0.1 Mbit/s   | 100–300 Mbit/s | ✓ Excellent |
| Multiple simultaneous devices    | 20–50 Mbit/s | 100–300 Mbit/s | ✓ Very good |



# Starlink vs classic internet in Switzerland

| Criterion               |  Starlink |  Fibre/DSL |  Mobile (4G/5G) |
|-------------------------|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| Rural area availability | ✓ Everywhere                                                                               | Limited                                                                                     | Variable                                                                                           |
| Download speed          | 100–300 Mbit/s                                                                             | 100–1000 Mbit/s                                                                             | 10–100 Mbit/s                                                                                      |
| Usable while travelling | ✓ Mobile possible                                                                          | Non                                                                                         | ✓ Oui                                                                                              |
| Monthly cost            | 60–165 CHF                                                                                 | 30–80 CHF                                                                                   | 15–75 CHF                                                                                          |
| Installation cost       | 350–650 CHF                                                                                | 0–200 CHF                                                                                   | 0 CHF                                                                                              |
| No contract             | ✓ Oui                                                                                      | 12–24 mois                                                                                  | ✓ Often                                                                                            |
| Weather (snow, rain)    | Limited impact                                                                             | No impact                                                                                   | No impact                                                                                          |



# How to install Starlink?

## Home installation — step by step

1

### Order on [starlink.com](https://starlink.com)

Choose your offer, enter your address to check availability. Pay for the dish (CHF 350–650) + first month.

2

### Receive your kit

Delivery in 1–2 weeks. The kit contains: round dish (~30cm), cable, Wi-Fi router, power supply.

3

### Install the dish

Place the dish outside with a clear view of the sky (no trees or roofs blocking it). On a tripod, terrace or the roof.

4

### Connect the router

Plug the dish cable into the Wi-Fi router inside. The router broadcasts your Wi-Fi network throughout the house.

5

### Activate via the app

Download the Starlink app — it guides activation and shows performance in real time. Internet active in 15–30 minutes!



**SeniorPhone tip:** Installation is designed for self-installation, but if you are not comfortable, ask a family member or local electrician. Starlink support is available online 24h/24.

## SeniorPhone tips

- Starlink is particularly suited if you live in an area where **fibre does not reach** and mobile 4G/5G is weak
- For **motorhome travellers** — the Mobile offer with the portable dish is a revolution: high-speed internet anywhere in Europe
- First check availability at your address on **starlink.com** — enter your address, the site confirms immediately
- The subscription is **contract-free** and can be paused — ideal for second homes open only in summer
- If you are not comfortable with the installation — ask your municipality whether **local technicians** can help
- Combine Starlink (fixed internet) + a classic mobile subscription (Wingo, Salt, etc.) for the best of both worlds

## Points to watch

-  The dish requires a clear view of the sky — nearby trees, roofs or mountains can reduce signal quality
-  The installation cost (CHF 350–650) is an initial investment — but the monthly subscription has no contract
-  Starlink does not replace a mobile subscription — you will always need your mobile plan for your phone when travelling
-  In heavy snowfall — the dish heats automatically to clear snow, but may need manual cleaning in extreme conditions
-  Beware of unofficial resellers — buy only on **starlink.com**

## ✓ Key takeaways

- Starlink = high-speed satellite internet, anywhere in Switzerland and Europe.
- Ideal for rural areas, mountains, motorhomes, boats and second homes.
- Simple installation: dish + Wi-Fi router, no technician required.
- No contract — abonnement pausable selon les saisons.
- Check availability and current prices on [starlink.com](https://starlink.com).

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## 🔴 Safety — Essential reminders



### Never share your passwords or codes with anyone

Not by phone, not by email, not by SMS. Your bank, the police and operators will never ask for them.



### Hidden number — do not answer

A hidden number deliberately conceals its identity. Hang up without hesitation.



### Unknown number — avoid answering

Let it ring, wait for a voicemail, call back only if necessary. Never call back a 0900 number.



### Fake police or fake banker — hang up and call 117

The real police and your bank will NEVER ask you to hand over money or your PIN by phone.

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