



INFO SHEET N°9

Home Internet subscription in Switzerland

How to choose your home internet connection — simply and without overpaying.

⚠ Prices change regularly — Always check current offers on the relevant website, on **comparis.ch** or **alao.ch** before signing.

Home internet is the connection that lets you use Wi-Fi on all your devices — phone, tablet, computer, television. In Switzerland there are several types of connection and dozens of offers. This sheet helps you choose the right one.



The 4 types of internet connection

Fibre optic

The fastest and most modern. A glass cable carries light all the way to your home. Available in most Swiss cities.

★ The best

DSL (phone line)

Uses your existing phone line. Slower than fibre but available everywhere, including rural areas.

Good alternative

Cable (TV)

Uses the television cable network. Fast and stable, available in many Swiss regions via Quickline or others.

Very good too

Mobile internet (4G/5G)

Uses the mobile network. Ideal if you move frequently or live in an area without fibre or cable. More expensive for heavy use.

Backup solution



Offers in Switzerland — comparison

Provider	Price from	Type	Speed	TV included
Teleboy	31.90 CHF	Fibre / DSL	100 Mbit/s	Optional
Salt	39.95 CHF	Fibre / DSL	1 Gbit/s	No
Yallo	39.95 CHF	Fibre / DSL	100 Mbit/s	No
Sunrise	49.00 CHF	Fibre / Cable	1 Gbit/s	Optional
Swisscom	55.00 CHF	Fibre / DSL	1 Gbit/s	Optional
Quickline	49.00 CHF	Câble	500 Mbit/s	Yes



Always compare offers on **comparis.ch** before signing — prices change regularly and promotions are often available.



Internet speed — what is it for?

What speed do you really need?



10–50 Mbit/s

Emails, WhatsApp, basic browsing
— enough for 1 person



100–200 Mbit/s

HD videos, Netflix, remote work —
ideal for 2–3 people



1 Gbit/s

Ultra-fast — for large families or
technology enthusiasts



For most seniors: 100 Mbit/s is more than enough for WhatsApp, emails, YouTube and even streaming TV. No need to pay for more.

The right questions before signing



Is there a contract? For how long?

Always prefer a no-contract subscription or one with a maximum of 12 months. 24-month contracts can be difficult to cancel.



Is the internet box included or rented?

Some providers charge you for the box every month. Ask if it is included in the displayed price.



Is television included?

Some "combined" offers include TV + Internet — check if you need it or prefer to pay less without TV.



Who installs the connection?

Ask if installation is free or charged. Some providers send the box by post with simple instructions.



Is there an English-speaking customer service?

Important in case of a problem — check that the provider has a phone support in English and its opening hours.

SeniorPhone tips

- For basic use (emails, WhatsApp, YouTube) — **100 Mbit/s is more than enough**
- Always compare on **comparis.ch** before signing anything
- Choose if possible a **no-contract subscription** — you keep the freedom to change
- Ask if **senior offers or promotions** are available — some operators offer them
- If you already have a subscription, check if you are paying too much — prices have dropped significantly in recent years
- In case of outage: switch your box off and back on — solves 80% of problems

Pitfalls to avoid

-  "Combined" offers (Internet + TV + phone) seem attractive but are often more expensive than you need
-  Beware of prices without taxes — always ask for the VAT-inclusive price
-  Installation fees can reach CHF 100–200 — negotiate their removal or look for a fee-free offer
-  Never sign a contract on the same day — take time to compare at home
-  Check if fibre is available at your address before committing — call the provider to confirm

Key takeaways

- Fibre optic is the best connection — check if it is available at your home.
- 100 Mbit/s is enough for the vast majority of senior uses.
- Always compare on **comparis.ch** before signing.
- Prefer no-contract subscriptions — more freedom.
- In case of outage: switch your box off and on first.

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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.



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