

Handling fee per application: CHF 50

Application for information in the case of nuisance calls and messages

Customer details (contract holder)

First and last name:

Street, no.:

Post code/city:

Contact number (mobile number or fixed network number)

Customer number:

E-mail:

Based on Art. 82 of the Telecommunications Services Ordinance (TSO), I hereby confirm that I have received nuisance calls or messages in accordance with the explanations on page 2 and that I am applying for information in relation to this.

Details about the nuisance calls and / or messages

Your fixed network, mobile or fax number*	Date*	Time* (hh:mm)	Duration* (mm:sec)	Connection*			Telephone number displayed
				Call	SMS / MMS	Fax	

* mandatory fields

Please describe the harassment as precisely as possible:

Special rules and guidelines

The owner of the connection hereby commissions Sunrise UPC LLC to find out the telephone number, the name and the address of the person from whose connection nuisance calls/SMS/MMS/FAX were made and to communicate their findings.

The customer accepts that UPC must take into account the following conditions:

- In order for the caller to be identified, at least three connections must be established from one and the same number in the space of one month. If a copy of the relevant police report is available, information regarding just one successfully made connection will be sufficient.
- The nuisance calls must have been received by the owner of the connection in every case. Connections that were not successfully made cannot be determined.
- In the case of nuisance calls/SMS/MMS/fax from abroad, identification cannot be determined, only the connections can be confirmed.

The owner of the connection accepts, by signing this contract, that he/she will be responsible for the relevant costs. These costs amount to **CHF 50**. These costs must be paid even if the results are negative. The amount will be invoiced separately.

The owner of the connection hereby undertakes to provide any information that could be helpful in the search for information. He/she agrees to enter into the list the information required, the date and the exact time of the nuisance calls without any omissions. This order and the list of nuisance calls (page 1) must be sent to the address below. Orders must be made in writing using this form or they cannot be accepted.

Sunrise UPC LLC, Abusedesk, P.O. Box, 8050 Zürich

By signing this form I hereby confirm that all the information I have given is correct and that I accept the above-mentioned conditions. I hereby agree **to pay the handling fee of CHF 50** regardless of the outcome.

Date, place:

Signature of the owner of the connection:

Police report in the event of fewer than three calls and/or messages

(see page 1 "Special rules and guidelines")

The investigating authority and/or police station signing below hereby confirms that the owner of the contract has submitted a complaint about the above-mentioned nuisance calls and/or messages.

Name of police station or authority respectively

Place and date

Stamp and signature