



# SERVICE TRANSFER FORM

## Important information concerning the service transfer

A service transfer can only be implemented if the following two requirements are satisfied. Any mobile subscription you may have is excluded from these two requirements.

1. The customer account is fully transferred together with the same services.
2. The installation address of the current owner corresponds to that of the future owner (same place of residence).

Until the service transfer has been completed, the current account holder will remain the contractual partner of UPC. He agrees that any credits may be transferred to the new owner.

The new account holder will be able to see sensitive data of the current account holder, such as e-mails and excerpts from old bills. If an e-mail address is transferred, data still saved will be visible.

The current account holder is responsible for backing up and, if need be, deleting any data saved in his/her e-mail account before the service transfer takes effect. UPC declines all liability in the event of any misuse by the new account holder.

Please note that a TV receiver should only be handed over to the future account holder once written confirmation of the transfer has been received. We also recommend resetting the TV receiver to factory settings before transferring it to the future account holder. This helps prevent personal data, such as recordings, reminders for recordings and recommendations from being accessed in the future.

During the technical changeover, service may be interrupted for a short period.

If a mobile subscription is transferred, it should be noted that any handset plan existing cannot be transferred. The outstanding instalments for the handset plan will become due for payment immediately. These must first be settled by the current account holder before the service transfer can be completed.

The current owner expressly accepts these conditions.

## Section 1: to be completed by the current account holder

I would like to transfer my services to the person named in the second section and by signing this form, I confirm that I consent to this transfer.

Customer number

First name/surname

Address

Postcode/town

Telephone number

### In the event of a transfer of a UPC Internet connection

I transfer my UPC e-mail address(es) to the future account holder specified on page two.

### In the event of UPC mobile subscriptions where not all services are transferred

I am transferring the following mobile subscription(s)

I am transferring all services except for my mobile subscription

By signing, I confirm the accuracy of all information provided. I also confirm that I am familiar with all the information on this form concerning the service transfer and accept all the conditions.

Place, date

\_\_\_\_\_  
Signature



### Important information for the future account holder

The future account holder agrees that he will be charged the service transfer fee of CHF 40 as well as any unpaid costs for the account to be transferred. If he already has an account with UPC, the services will be activated using this account. In the event of a transfer of a mobile subscription, a certified copy of the future account holder's Swiss identity card, Swiss passport or residence permit (B/C) must be enclosed. Please note that your details must match those on your identity document. UPC is obliged to carry out a check pursuant to the federal law (Federal Act/Ordinance on the Surveillance of Post and Telecommunications).

### Section 2: to be completed by the future account holder (can only be registered in the name of one person)

Installation address/home address

Ms      Mr

Customer number  
(if available)

First name/surname\*

Address\*

Postcode/town\*

Telephone number\*

Mobile number

Date of birth\*/Nationality\*\*

Identity document number/type\*\*

E-mail address

(\* mandatory fields / \*\* mandatory fields for transferring a mobile subscription)

### Billing and correspondence address (only if different from the address stated above)

First name/surname

Address

Postcode/town

Telephone number

### In the event of a transfer of a UPC fixed network or mobile subscription

Telephone directory entry for telephone number(s)

Telephone directory entry for mobile number(s)  
Your details will be forwarded to Swisscom Directories AG for registration purposes.

No advertising wanted  
Your telephone directory entry will be marked "No advertising please".

By signing, I confirm the accuracy of all information. I furthermore confirm that I am familiar with all the information on this form concerning the service transfer and accept all the conditions.

I am aware that the services can only be obtained by means of a UPC cable connection. The costs for the cable connection in the case of direct billing by UPC generally amount to CHF 39.90 (incl. 7.7% VAT and mandatory copyright fees). Any additional regional charges shall also be payable. These cable connection costs are often already included in the rent or additional property expenses for rented apartments and may be higher or lower. All services ordered from 28 September 2016 and mobile subscriptions in general are exempt from this prerequisite.



I have read the general terms and conditions ([upc.ch/gtc](http://upc.ch/gtc)) and accept these.

Place, date

\_\_\_\_\_  
Signature

Please sign both pages and return to: UPC Switzerland LLC, P.O. Box, 8021 Zurich. In the event of a transfer of a mobile subscription, a certified copy of the future account holder's identity document as specified above must be included.