

PRODUCT TRANSFER REQUEST



Please read thoroughly before filling in the form.

The product transfer is an owner change of selected products of a single UPC account. The products remain registered under the same address. Combi packages with products such as TV, Internet and fixed network can only be transferred as a whole. Whereas mobile subscriptions and the UPC e-mail addresses can be transferred individually and separately.

Your request will only be processed after all registration formalities have been completed and all UPC conditions are met. To do this, all necessary checks of the new owner, such as identity and credit checks, must be carried out first.

For current owner

Before initiating the product transfer request make sure all due invoices are paid. The same goes for handset installments: The outstanding installments must be paid before initiating your transfer request.

You remain the contractual partner of UPC, until the product transfer is executed.

What should you consider when transferring individual products:

- UPC Mail

You can also transfer your UPC email address(es) that you created for your account along with your products.

Under certain conditions it is also possible to transfer only your UPC e-mail address(es) separately:

- The e-mail address(es) can only be transferred if the future owner has at least subscribed to UPC's Internet service.
- After filling and signing the form, you lose all rights to the e-mail address(es) that you wish to transfer to the new owner.
- By transferring, you grant the new owner access to these e-mail accounts.
- If you have other UPC e-mail addresses that you wish to keep, this is possible, provided you remain a customer of UPC. If not, you will lose all rights to these e-mail addresses after 90 days.

Be aware that after the transfer has been carried out UPC does not take responsibility for any incoming e-mail correspondence that might include private information addressed to you. UPC declines all liability in the event of any misuse by the new account owner.

- TV box: reset to factory settings

We recommend resetting your TV Box to factory settings if you do not want the new owner to access your personal data such as recordings, recording reminders, favorites and playlists.

Your devices should only be handed over to the new owner after receiving a confirmation of the account transfer.

Willing to transfer the whole UPC account?

If you want to transfer your entire UPC account to someone else, we recommend applying for this free of charge via My UPC at upc.ch/en/myupc/service/account-transfer/.

This is the easiest and fastest way.

The current owner expressly accepts these conditions.

For new owner

If you already are a UPC customer, the products will be transferred to your existing account.

Service transfer fee

As a new owner, you agree that you will be charged the account transfer fee of CHF 40 as well as any unpaid costs for the account to be transferred.

Identity check

Before the transfer request can be approved, UPC must validate your identity. Please send us a certified copy of your ID (available from your local municipal office) along with the completed and signed form.

Accepted IDs: Swiss identity card or passport, or foreigners' identity cards B, C.

Please note that your details must match those on your ID. UPC is obliged to check this according to the federal law (BÜPF resp. VÜPF).

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

The new owner expressly accepts these conditions.

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I am the current owner:

First name* Last name* Customer number*

Street name Number Zip Code Location

Mobile number* E-mail address*

*Required

I wish to transfer the following:

Mobile number(s):

Combi package:

Products in the combi package can only be transferred together, except for mobile subscriptions. See page 1.

Products:

UPC Mail:

If you want to transfer only your e-mail address(es) separately, please follow the rules for transferring UPC email addresses. See page 1.

To:

Ms Mr

First name* Last name* Customer number (if available)

Street name* Number* Zip Code* Location*

Mobile number* E-mail address*

Date of birth Nationality

Your details must match those on your ID. UPC is obligated to check this according to the federal law (BÜPF resp. VÜPF).

Billing address of the new owner: (only if different from the address stated above)

First name Last name

Street name Number Zip Code Location

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Update the telephone directory entries for the new owner:

For landline number(s)
The details will be forwarded to Swisscom
Directories AG.

For mobile number(s)
The details will be forwarded to Swisscom
Directories AG.

Block advertising
Your directory entry will be marked „No
advertising please“.

Requested transfer date:*

New owner confirms:*

I am aware that the services can only be obtained with a cable connection from UPC. The costs for the connection may be either included in the above named subscription, be part of the rental fee or additional property expenses, or be billed separately. In the case of separate, direct billing by UPC, the costs are generally CHF 39.90 (incl. 7.7% VAT and mandatory copyright fees). Any additional regional taxes must also be taken into account. All Mobile subscriptions are excluded from this regulation.

By signing, the current and the new owner confirm the accuracy of all information provided. They are familiar with all the information on this form concerning the service transfer and accept all the conditions.

New owner additionally confirms having read the general terms and conditions (upc.ch/gtc) and accepts them.

Please send in all signed pages to: **Sunrise UPC LLC, P.O. Box, 8050 Zurich**

Current owner:

Place, Date*

Signature*

New owner:

Place, Date*

Signature*