

ACCOUNT TRANSFER REQUEST



Please read thoroughly before filling in the form.

We recommend you to perform your transfer request free of charge via My UPC. This is the easiest and fastest way.

The account transfer is a change of account ownership. All products of a single UPC account will be transferred to another person. The products remain registered under the same address. 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 account owner, such as identity and credit checks, must be carried out first.

For current account owner

Before initiating the account 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 account transfer is executed.

On the transfer day, the account owner's details will be overwritten. Therefore, you will no longer have access to the UPC account. The following will be deleted:

- My UPC account with all the settings
- Added users like friends or family members that you manage in My UPC under My Profile
- UPC e-mail address(es) that you have created for this account – unless you decide to transfer them along
- Access to any installed UPC apps like My UPC App, Connect App, UPC TV App
- Any student discounts
- Voice mail messages

If you have a Teleclub subscription, we will update the account holder information for you.

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

Transfer UPC Mail

If you want to transfer the UPC e-mail address(es) that you have created for this account, please note that you are responsible for the following:

- Handing over login credentials to the new account owner
- Deleting all the e-mail content, if you do not want them to be viewed by the future account owner

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.

Reset your TV box to factory settings

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

Willing to transfer only single products?

It is possible under some conditions to transfer single products or only your UPC e-mail addresses to another person, in other words to split your account. In such a case, please use the following PDF form for product transfer that you find under upc.ch/product-transfer.

The current account owner expressly accepts these conditions.

For new account owner

To be able to take over a UPC account, you must be of legal age.

Please provide a unique e-mail address, as for each UPC account we need a separate one.

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

Service transfer fee

As a new account 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.

This account transfer fee does not apply to account transfer requests submitted in My UPC under upc.ch/en/myupc/service/account-transfer/.

Identity check

Before the account 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.

Recognized 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).

The new account owner expressly accepts these conditions.

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I am the current account owner:

First name* Last name* Customer number*

Street name Number Zip Code Location

Mobile number* E-mail address*

*Required

I wish to transfer my account 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 account owner: (only if different from the address stated above)

First name Last name

Street name Number Zip Code Location

UPC Mail:

Transfer my UPC e-mail address(es) to the new account owner
Please follow the rules for the transfer of UPC e-mail addresses. See page 1.

Update the telephone directory entries for the new account owner:

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

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

Current account owner:

Place, Date* Signature*

New account owner:

Place, Date* Signature*