

Request for information regarding abusive calls and messages

Fee per request: CHF 70.–

Customer details (contract holder)

Mr. Ms. Company

Company name: _____

First name*: _____

Surname*: _____

Street / no.*: _____

ZIP / city*: _____

Contact number (mobile or landline number)*: _____

Customer number*: _____

E-mail*: _____

*required

I hereby confirm that I have received abusive calls/messages as defined on page 2, and request information regarding these calls/messages in accordance with article 82 of the Decree on Telecommunications Services (Verordnung über die Fernmeldedienste (FDV)).

Information on the abusive calls/messages

Your landline, mobile or fax number*	Date*	Time*(hh:mm)	Duration* (hh:mm)	Connection*				Displayed telephone number
				Call	SMS/ MMS	Fax		

*required

Please give the wording or content of the offending message as accurately as possible:

Special provisions and notes

The customer requesting information in accordance with article 82 of the FDV, must establish in writing that he/she has received abusive calls or messages. A call/message is considered abusive particularly when it disturbs, worries or insults to a substantial degree.

In order to establish abuse, the customer must fill in the form provided correctly and in full. As complete as possible a list of the calls or messages designated as abusive should be provided, with exact time references so that the connections can be narrowed down. In principle, receipt of **at least 3 such calls/messages within 30 days must be established**. If there have been fewer occurrences, abuse can be established by submitting proof of a criminal complaint. In this case, a copy of the criminal complaint or a corresponding confirmation from the relevant investigating authority or police station (see end of request) must be submitted. Abusive fax messages must be submitted along with this request. Sunrise reserves the right to request more information from the customer, and to return the request in the event of insufficient or missing information. We reserve the right in further justifiable exceptional cases to require a confirmation of criminal complaint from you.

It is not always possible to determine the originating number or the identity of the harassing person successfully.

This is the case if:

- the calls were not accepted
- the calls/messages were made more than **3 months** ago
- the calls/messages were made from a prepaid number that is inadequately registered or not registered at all
- the calls/messages were made from abroad

We will notify you in writing of the results of the inquiry as soon as possible. Finally, we will charge the processing fee – regardless of the results – to your Sunrise account.

If you are a **prepaid customer**, please pay the processing fee of CHF 70.– in advance to the Sunrise account 87-68680-5, payment reference „ACC.6630.0001, 1034“ and enclose the confirmation of payment with this letter.

Important: you must include an official identification document (ID or passport) with this form!

By signing here, I confirm the correctness of the information supplied and accept the conditions given above. I agree to pay the **processing fee of CHF 70.** – Regardless of the result of the inquiry:

City and date

Signature of **contract holder**

Please send or mail this request, with signature and with a copy of an official identification document (ID or passport) as well as the confirmation of payment (prepaid customers only) to:

Sunrise Communications AG
Investigation
Thurgauerstrasse 101B
Postfach
8050 Zurich
Mail: investigation.connection@sunrise.net

Police confirmation if fewer than 3 calls or messages

(Compare "Special provisions and notes" above)

The undersigned investigating authority or police station hereby confirms that the customer or contract holder has lodged a criminal complaint as a result of the abusive calls or messages listed above:

Designation or the authority or police station

City and date

stamp and signature