

8 Facts worth knowing

Paperless bill

UPC has set electronic billing as standard. Paper bills are only free for the first two billing cycles after concluding the contract. After that there is a charge of CHF 3.- per bill. Electronic billing proceeds as follows:



1. Log on to myupc.ch
2. Select the menu option «Bills and Payments»
3. Select «Bill via e-mail» within payment options

4. Select «Bank/PostFinance»: You can choose the relevant e-banking portal of your bank or PostFinance will then contact you.

5. Select the various options,

Monthly invoice for amounts over CHF 50.-

If the total amount of your monthly costs is less than CHF 50.-, we will refrain from sending you a bill for the sake of the environment.

Previous balance on your latest bill

If your latest bill lists a «Previous invoice balance», then you do not need to search for your last bill. You simply pay all the outstanding amounts on the latest bill, as the «Invoice total» includes the «Total for current billing period» and – if listed – the «Previous invoice balance».

Itemised bills

To protect the environment, we do not send out a detailed list of individual calls and films purchased. An itemised list can be viewed any time online at www.myupc.ch however.

Do you have any questions?

We will be glad to answer them. Please contact us 24/7 in our online customer service center upc.ch/en/support, or call our toll-free number **0800 66 88 66**, Mon – Fri 8 am – 7 pm and Sat 9 am – 1 pm.

8304 Wallisellen, CHE-116.310.814 VAT

	Amount excl. VAT	VAT amount	Amount incl. VAT
	262.72	21.02	283.74

» If you do not receive the best customer service at all times. However, should you not find a satisfactory settlement or solution could be found, you can contact ombudscom, the independent body for the telecommunications sector acts as a conciliator in the telecommunications and value-added services. You can contact us online at www.ombudscom.ch or at the offices of ombudscom.

Charges Summary

Bill Number: XXXXXXXXX
Account Number: XXXXXXXXX
Statement date: 07.10.2014

9 Subscription prices and additional services

Combination deals	Date	CHF (VAT incl.)
Horizon Super Combi (Fiber Power 250 + Horizon HD Recorder Comfort + FreePhone Super)	01.10.14 – 31.10.14	125.00
Amount combination deals		125.00

Digital television	Date	CHF (VAT incl.)
Smartcard ID: XXXXXXXXX Italia	01.10.14 – 31.10.14	15.00
Amount digital television		15.00

Mobile telephony	Date	CHF (VAT incl.)
Tel. No.: XXXXXXXXX Mobile Super	01.10.14 – 31.10.14	64.00
Amount mobile telephony		64.00

Total subscription prices and additional services: 204.00

10 Usage charges

Fixed network telephony	Quantity	CHF (VAT incl.)
Tel. No.: XXXXXXXXX National Calls Instead of CHF 12.10	25	0.00
Amount fixed network telephony		0.00

Digital television	Quantity	CHF (VAT incl.)
Smartcard ID: XXXXXXXXX Video on Demand	3	21.50
Amount digital television		21.50

Mobile telephony	Quantity/Volume	CHF (VAT incl.)
Tel. No.: XXXXXXXXX National Calls	79	0.00
International Calls	13	20.74
SMS & MMS	26	1.80
Mobile Internet	1102.24 MB	0.00
Roaming – Outgoing Traffic	18	31.40
Roaming – Incoming Traffic	1	2.80
Amount mobile telephony		56.74

Total usage charges: 78.24

Information about charges for usage

This section of your bill includes any calls to premium rate numbers (prefixes 084X, 090X and 18XX). The services on these numbers are supplied by another provider and are not the responsibility of UPC Switzerland LLC. Please direct questions or complaints about the charges listed here, or about the quality of these services or how they are supplied or provided, to the provider concerned. The addresses of the owners of these numbers are listed on the website of the Swiss Ministry for Communications at www.ecfcom.ch/liste.

Please note: In the case of free connections, calls to chargeable service and business numbers (e.g. 0869x, 0878x, 18xy, 084x, 090x), OSB Corporate Access as well as internet dial-up numbers and access numbers for prepaid and calling card offers are excluded.

11 Your saving on this bill:

* FreePhone Super CHF –12.10

8 Facts worth knowing

All the information and contacts details you need are on the back of the first page of the invoice.

9 Your subscriptions

Your subscription charges and any credits (e.g. combination discounts or credits for current promotions) for all your products in the current month are itemised here.

10 Usage charges

The connections you have made and the additional services you have used are itemised here for the current invoice period. Additional information on your usage charges can be found at upc.ch/myupc.

11 Savings

You can see the promotions, discounts etc that give you savings at a glance here. Your saving is shown for the whole month (or all relevant months).