

Planning a move?

To ensure that you can use your services from upc cablecom in your new home without delay, please bear in mind the following important points prior to moving:



1. Is your connection ready to use?

We will take charge of your cable connection and keep you informed. In most cases, your new upc cablecom connection is ready to operate and you will be immediately able to use your products from upc cablecom as usual.

Perhaps the cabling in your new residence will have to be upgraded and a new contract concluded with the property manager or owner, which could take up to 30 days (after informing us about the move). In that case, we will keep you informed in writing about the process.



2. Take all accessories with you

Take all of your devices, including all provided **cables and connectors** with you when you move - even the ones that you do not use at your current residence.

There is a receiver card in the Mediabox (reception device for Digital TV); please leave it connected.



3. Print out important information beforehand

Please consider that you may not have Internet access if your new residence is not yet fully equipped. Therefore:

Write down your activation code (or your setup ID) if you subscribe to Digital TV. When moving to another region or community, you may have to re-enter it to install Digital TV. You will find the codes at upc-cablecom.ch/checksetupid

If necessary, print out the instructions so that you will be able to connect your devices again in your new home without any problems. You will find the instructions at upc-cablecom.ch/move



4. Cable connection with 2 or 3 holes?

If your new residence has a cable connection with a two-hole socket, you will need the adapter that was sent to you along with the modem from upc cablecom. Insert it into the smaller of the two holes and connect your radio on one side and your digital devices on the other.

If you now have a three-hole socket instead of a two-hole socket, remove the adapter and please store it away.

We hope you have a stress-free move.



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