



Dear Client,

if you wish to transfer the services of UPC because you are moving to a new address, you can make the request using a contact form on our website or by letter to the address/fax number of the UPC Client Centre.

UPC Česká republika, s.r.o.
Klientské centrum UPC
P.O. Box 53
130 11 Praha 3 - Žižkov
Fax: 241 005 105

Your request should contain:

- **The number of the contract** you want to move (you will find this in the bill, it is an eight-digit number).
- **The address you are moving to:** street, house number, municipality, municipal district, postcode, flat number> This information is important to us so include everything, please (check availability using the link above).
- **Services** (program bundles) you want to move (if you don't specify any we will consider that you want to transfer the current services. In case of a service we no longer offer, it is necessary to make use of the current product bundle you will find at www.upc.cz).
- **Preliminary date of moving** – from when you will be staying at the new address.
- **Preliminary date for a technician's visit:** you can choose morning, afternoon or evening; whichever is most convenient for you (we will try to meet your requirements).
- **Contact mobile and e-mail**, so that we can contact you to arrange a date for the technician's visit or to get additional information.
- You may be later asked to supply **evidence of your relation to the place** where you will be using the services, such as copy of your lease agreement, copy of purchase agreement, extract from the land register (not older than 3 months). Your client account should be settled and all bills should be paid.

Wishing you a nice day,

Your UPC