



## **Conditions and information relating to my complaint**

"I maintain that the contractual relationship between Sunrise Communications AG (Sunrise, Yallo, Lebara, etc. hereinafter referred to as Sunrise) and me is invalid on the basis of the information provided on the online form. I have never used the phone number established under my name or made the number available to another person – in any way – and never purchased or signed a contract with the contract number given above. Furthermore, I never authorized another person to purchase such a contract on my behalf.

I understand and agree that Sunrise needs access to the associated identification documents and other documentation in order to process my request. This documentation and information will be stored and kept for as long as it takes to address my issue and/or as long as Sunrise is required by law to retain the information.

Sunrise will block the disputed number/device plan (etc.) with the specified contract number during the processing period for the request. Sunrise asks that, during this time, you pay only for services you actually used."