

Recommended security measures

If you have received calls from unknown telephone numbers or suspect that you have, Swisscom recommends the following security measures to avoid damage caused by fraud:

- If you doubt the authenticity of a displayed telephone number, especially when you receive an unsolicited call from an unknown person, who tries to obtain personal information from you.
- Never disclose personal or confidential information to callers, whom you do not know personally and whom you can only identify by telephone number (or the details they have supplied).
- Reputable companies like Swisscom, the Post Office, banks, credit card providers will never ask you to supply passwords, credit card numbers or other personal information over the phone or by e-mail.
- End any calls immediately if they request personal information, are threatening or appear suspicious to you: for instance if you are promised a prize from an unknown lottery or you are requested to install software etc.
- Do not be misled. Stay calm and tell the person making the call in a firm tone that you do not wish calls of this nature.
- If you feel threatened we also recommend that you contact the police (in addition to these other measures).
- Last resort: We recommend that you also change your telephone number.

You can find more details on the following consumer websites
- www.frc.ch - www.bonasavoir.ch - www.ktipp.ch - www.acsi.ch .

Recommendations for 090X numbers

- Pay attention to the prices or provider information in the T&Cs of 090X numbers.
- When calling business numbers, check if your call is diverted to a 090X number.
- Do not call any unknown 090X numbers.

Recommendations relating to disregard of the asterisk (*) sign in the telephone book

The new Unfair Competition Act (UWG) legislation introduced on 1 April 2012 states, among other points: "In particular, an unfair act is constituted.... by persons, who do not respect the sign indicating that they do not wish to receive advertising messages from third parties and that their data may not be forwarded for purposes of direct advertising."

All information on reporting such practices and a form for reporting contraventions can be found on the website of the State Secretariat for Economic Affairs SECO. www.seco.admin.ch

Swisscom is willing to assist you as far as it is legally entitled to do so.

The telephone subscriber must complete a form provided by Swisscom. The date and time of the calls or SMS received must be specified on the form.

If the telephone subscriber receives fewer than three calls from the same number or subscriber, Swisscom may only disclose the data if a criminal complaint (on misuse of a telecommunication facility) is enclosed with the request.

Retrospective search of three months including written confirmation: CHF 65.-. Costs are also payable if the search is not successful.