



Schweizerische Eidgenossenschaft
Confédération suisse
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Federal Department of the Environment,
Transport, Energy and Communications DETEC
Federal Office of Communications OFCOM

Factsheet on the universal radio and television fee – January 2019

The collection agency for the household fee

serafe

SERAFE AG is the Swiss collection agency for the universal radio and television fee and is a subsidiary of Secon AG, based in Fehraltorf in the canton of Zurich. Serafe collects the household fee since 1 January 2019. After a public tender procedure, on 10 March 2017 the Federal Department of the Environment, Transport, Energy and Communications (DETEC) awarded it the mandate for the period up to 31 December 2025.

Performance and cost efficiency

Serafe uses the "Siddhartha" IT solution developed by its own parent company. This platform, with many years of proven performance and cost efficiency, is operated autonomously by Secon AG and is suitable for collection of the new device-independent radio and television fee for Swiss households. Using "Siddhartha", Serafe can carry out billing, manage reminders and prosecutions and produce accounts and statistics. In relation to the production and distribution of mass mailings, it can benefit from the experience of its parent company and can count on its support.

Data protection

Since the beginning of its mandate on 1 January 2019, Serafe, as an ISO 27001-certified company, is regularly inspected with regard to information security. It must also guarantee data security by complying with the provisions of the federal Data Protection Act. It is responsible to the Federal Data Protection and Information Commissioner for the lawful management of the data. Serafe employees are regularly trained by an operational data protection supervisor and by a CISO (Chief Information Security Officer).

Administrative transparency

Operationally and strategically, SERAFE AG and Secon AG are managed independently; each has its own board of directors, its own personnel and its own infrastructure. This takes into account the provisions of the Radio and Television Act (RTVA), according to which the collection agency cannot engage in any economic activities other than the collection of the household fee.

Preparations for the fee system

As early as 1 July 2017, Serafe, under the supervision of the Federal Office of Communications OFCOM, began to build the infrastructure and the IT system for its task as the Swiss collection agency for the radio and television fee. The data required for collection of the household fee originates from the registers of residents. This data is provided to Serafe by the cantons and municipalities. By the end of 2018, Serafe has made all preparations in collaboration with the competent authorities, so that a new high-quality fee collection system could commence on time on 1 January 2019. Since summer 2018 the entire system - from data delivery to billing - has been constantly checked. The tests have been completed successfully.

The fee paid by businesses is collected by the Federal Tax Administration.

Further information: www.serafe.ch