

TKS Telephone Tips

TELEPHONE AND INTERNET SIGN-UP

Previous Tenant's Information

Provide the name and telephone number of your home's previous tenant when you sign up for your telephone service. In many cases, your services may be activated faster or without an installation appointment.

Where can I get the previous tenant's name and telephone number?

- homeowner
- real estate agency
- military housing office

The Installation Appointment

In some cases a technician will need access to your home to activate your telephone service.

Additional Deutsche Telekom technical charges will typically apply when:

- ISDN phone service was requested
- first time activation in a brand new house
- you requested additional installation or set-up at the time of sign-up
- the technician services the internal (non-Deutsche Telekom) wiring and telephone jacks in your home

If a technician requires access to your home to activate your phone please be prepared:

- know where the telephone service room or service cabinet is located
- have the keys, or a superintendent on hand, in order to provide the technician with access to all areas of the building if required
- if you cannot keep your appointment, notify TKS immediately to avoid being charged for the technician's travel expense. (minimum 24 hour notice).

Moves

- Activation fees are charged every time your existing services are transferred to a new address.
- Services such as DSL which are network dependant may not be available at the same speed at your new address, and in some locations, may not be available at all.
- Give as much advance notice as possible to ensure a smooth transfer of your services.
- When moving within the same area code, it is usually possible to request the same telephone number.

Please ask the homeowner, agency other responsible party about the special technical requirements of your home.