

General

- Upon sign-up applicant will be given:
 - a cable, and, if requested, an adaptor
 - an Info-Card incl. the current channel selection
- information on front page must be kept updated by the applicant (e.g. change of APO address)
- minimum length of cable television service: 1 calendar month

Payment procedures

- payments are due by the 5th working day of each month for that current month; late payments will be charged a late fee;
- payments have to be made even in case of non-receipt of bill (bills will be mailed out via APO, if home postal is not requested);
- SPOs need to contain the Debit-Number;
- bank/post office payments have to be made no later than the 5th of the month due to avoid service disruption;

Termination of Cable Television Service

- **cancellation** of service can only be accepted to the **end of a calendar month** and has to be reported 30 days prior; prepaid deposit covers the last month of service;
- **if the bill is not paid by the end of the month, service will be disconnected without sending any kind of reminder or notice; prepaid deposit will cover delinquent payment;**
- once the disconnection is reported, service can only be reinstalled by paying a reconnection fee and a new deposit; this also applies if service has not yet been **physically shut off !**

Technical Service/Customer Concerns

- technical problems need to be reported to your local TKSShop immediately; as well as questions about billing inquiries; reclamation after the fact will not be considered;
- reimbursement of cable fee in case of outages or technical problems etc. will be given by TKS only!