

TKS Kaiserslautern
Specification / Price List TKSSurf! dsl 1000 eco

The following services and prices as well as the applicable service specifications become part of the contract. The general terms and conditions of TKS Telepost Kabel Service GmbH & co KG Kaiserslautern (called TKS in the following), apply.

Nr.		Preis inkl. Mw St. in Euro	Preis ohne Mw St. in Euro
1	Standard Service eMail eMail-Sending: the user can sent up to 100 emails w ithin 24 hours but not more than 1000 eMails w ithin the period of 30 days. If the limit has been reached gets reached w hile sending an eMail w ith different recipients the eMail w ould not get forw arded to any of the recipients and the sender w ill get an information via Email. eMail-recipient: Every user can set up an eMail address with an mailbox of 50 MB. Emails get saved on the server for a timeframe of 90 days. The eMails w ill be deleted after this period if they have not been picked up.	0,00	0,00
2	Prerequisites for Usage The access of the service is just possible by entering the Username and the Passw ord, provided at the TKS service point. For the customers' security, the access gets blocked after the passw ord got entered 9 times incorrectly.		
3	Rate conditions 3.1 monthly basic charges ¹ The minimum contract duration of 12 months applies. The contract duration extends for another 12 months each time the contract gets not cancelled in w riting at least 20 days before the contract duration is over. 3.2 Access via analog-Modem/ISDN 3.2.1 Standard access /Prerequisites The access (PPP) to the internet gets established by dialling the access number 019100857. The maximum up- and dow nload speed is 64 kbit/ w ithin Germany. Charge per minute ² 3.2.2 B-Channell bundeling Access to the internet w ith a maximum up- and dow nload speed of 128kbit/s, w ithin Germany. Additional charges for a further B channel per minute ² 3.3 Access via broad band 3.3.1 Access via DSL (up to 1Mbit/s) Prerequisite for the usage is a separately requested DSL access w hich causes additional costs. DSL1000 is available in a lot of areas. If DSL1000 is available at your location can be inquired at your TKS service point. Access to the internet w ith maximum 1024kbit/s dow nload speed and maximum 128kbit/s upload speed w ithin Germany. Charge per minute ²	9,95	8,36
4	Others 4.1 Access block or block due to non payment charge per block	0,00	0,00
4.1		10,00	8,62

The TKSSurf[®] Fair Use Policy apply.

General Information:

Connections determined on duration, get approximated to full minute prices per usage. The listed prices do not apply with specials that include special conditions. A tariff change is always charge free possible.

Information about general contract can be inquired from Customer service center, reachable at the phone number 01804-857762 (0.20 Eur / per call from a residential line; calls from mobile networks may verify)

Any technical questions about our TKSSurfl-products as well as network access will be given at the phone number 01804-857762 (0.20 Eur / per call from a residential line; calls from mobile networks may verify)

Complaints:

Complaints have to be made in writing to:

TKS Kaiserslautern, Kundenservice-Center, Altes Forsthaus 2, D-67661 Kaiserslautern.

Information about the right of revocation

The customer has the right to revoke the contract within 4 weeks after the instructions about the right of revocation have been received.

To revoke the contract at the due date it is enough to send out the written request in time. The void request doesn't need an explanation and needs to be sent in writing to TKS.

Nevertheless if the void request came in time, the customer is in charge to pay the price for the usage, as listed in the pricelist.

The void request expires if the service was used more than one time after the service was activated.

¹ Multiple usage of the access information at the same time is not allowed.

² The connection gets interrupted after 24 hours continued usage. The reconnection is possible immediately.