

TKS Kaiserslautern
Specification / Price List TKSSurf! dsl 6000

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. MwSt. in Euro	Preis ohne MwSt. in Euro
1	<p>Standard Service</p> <p>eMail</p> <p>eMail-Sending: the user can sent up to 100 emails within 24 hours but not more than 1000 eMails within the period of 30 days. If the limit gets overspend while sending an eMail with different recipients the eMail would not get forwarded to any of the recipients and the sender will 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 will be deleted after this period if they have not been collected.</p>	0,00	0,00
2	<p>Prerequisites for Usage</p> <p>The usage of the service is just possible by entering the Username and the Password, provided at the TKS service point. For the customers' security, the access gets blocked after the password got entered 9 times incorrectly.</p>		
3	<p>Rate conditions</p>		
3.1	monthly basic charges	19,95	16,76
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 download speed is 64 kbit/ within Germany.		
	Charge per minute ²	0,0159	0,0137
3.2.2	B-Channell bundeling		
	Access to the internet with a maximum up- and download speed of 128kbit/s, within Germany.		
	Additional charges for a further B channel per minute ²	0,0159	0,0137
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 which causes additional coasts. DSL1000 is available in lot areas. If DSL1000 is available at your area you can find out at your TKS service point.		
	Access to the internet with maximum 1024kbit/s download speed and maximum 128kbit/s upload speed within Germany.		
	Charge per minute ²	0,00	0,00
3.3.2	Access via DSL (up to 2 Mbit/s)		
	Prerequisite for the usage is a separately requested DSL access which causes additional coasts. DSL2000 is available in lot areas. If DSL2000 is available at your area you can find out at your TKS service point. Access to the internet with maximum 2048kbit/s download speed and maximum 196kbit/s upload speed within Germany.		
	Charge per minute ²	0,00	0,00
3.3.3	Access via DSL (up to 6 Mbit/s)		
	Prerequisite for the usage is a separately requested DSL access which causes additional coasts. DSL6000 is available in lot areas. If DSL6000 is available at your area you can find out at your TKS service point. Access to the internet with maximum 6016kbit/s download speed and maximum 576kbit/s upload speed within Germany.		
	Charge per minute ²	0,00	0,00
4	<p>Others</p>		
4.1	Access block or block due to non payment		
	charge per block	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 TKSSurf!-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.

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.