

TELEVISION, TELEPHONE AND INTERNET

In Germany, there is a large choice of service providers for television reception, for providing telephone and cell phone service connections, as well as the use of the Internet. There are complete packages or you can book each service (television, telephone, and Internet) separately. A large number of rates and services at various prices make it difficult for the consumer to make a good choice.



DECIDING ON A PROVIDER

WHAT DO YOU NEED, REALLY?

It is important that you know what you really need before making your decision! Take a close look at the contracts and pay special attention to the range of services and the length of the contract.

Shop around and compare rates and services to see whether it is better to pick one provider for all the services (television, telephone, and Internet) or choose different providers for each.



IMPORTANT TO KNOW

Cheap prices usually only apply to the first year of the contract.

→ **TIP 1:** Have someone go along with you who knows the German language well and has experience dealing with the subject. That will make it much easier to get a good contract..

TELEVISION PROGRAMS FROM HOME

The best thing to do is to first ask your landlord. What options already exist for television reception in your apartment? What does this cost? Often TV reception with an already-installed satellite dish or cable connection is part of the additional costs in your monthly rent.

The next step is to carefully consider which television stations you want to watch. Find out if, for example, it would be enough if you decided only to have an Internet connection.



TIP 2: Ask your landlord

- Does your building have a satellite reception system?
- Does your building have a cable connection?
- Are there other ways to get television reception?



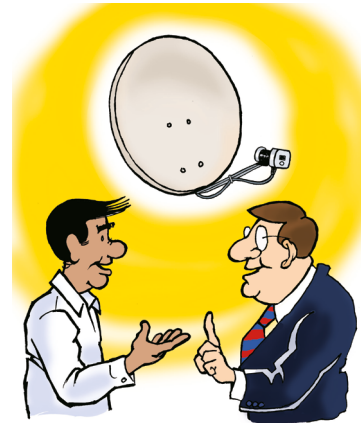
TIP 3: There are very many (foreign) television stations that can be viewed on the Internet. Find out if an Internet connection would be all you need.

Write down the contact information of your provider here

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INSTALLING A SATELLITE RECEPTION SYSTEM

If you want to install a satellite dish, first speak with your landlord about your plans. Your landlord has to agree. If not, you aren't allowed to do it.



TELEPHONE AND INTERNET

Almost every apartment has a telephone connection. To use it, it is necessary to register with a telephone service provider. Often telephone companies offer other services, such as the use of mobile networks and Internet.



IMPORTANT TO KNOW

When choosing a provider, you might have to buy or rent additional things like a modem. These things are not included in the price.

➔ TIP 4: Decide what you really need!

- Do I need a land line connection? Is my cell phone enough?
- Do I use the land line to call outside Germany? If so, to which countries?
- Do I use my cell phone to call outside Germany? If so, to which countries?
- Do I need access to the Internet? Which devices do I use with the Internet?
- How long does the contract run?
- What are the rules for canceling my contract? When do I have to tell them that I want to cancel?
- Can I change the range of services included in the contract to suit my needs? (For example, can I add or remove services later?)
- Is it possible to also book TV reception through this provider?

➔ TIP 5: Seek advice from an impartial third party!

If you want neutral advice on TV, telephone, and Internet connections in the "jungle" of providers, make an appointment with a consumer advice center close to you. You'll find the address on the Internet using the search word "Verbraucherzentrale" and the name of the city you live in.

Write down the contact information of your provider here



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