

## Recommended Phone and Internet packages and general information

Service Name	Call&Surf Basic	Call&Surf Comfort	Call&Surf Comfort Plus
Internet Speed (kbps, upload/download)	2048/192	6144/512	16384/1024
Monthly cost	€29.95	€39.95	€49.95
One-time connection fee	€59.95	€59.95	€59.95
Services included	<ul style="list-style-type: none"> <li>Analogue phone service (one number)</li> <li>Unlimited (Flatrate) internet</li> <li>All calls to German landlines: 2.9cents/min</li> <li>All calls to German mobiles: 19cents/min</li> </ul>	<ul style="list-style-type: none"> <li>Analogue phone service (one number)</li> <li>Unlimited (Flatrate) internet</li> <li>Unlimited calls to German landlines</li> <li>All calls to German mobiles: 19cents/min</li> </ul>	<ul style="list-style-type: none"> <li>Analogue phone service (one number)</li> <li>Unlimited (Flatrate) internet</li> <li>Unlimited calls to German landlines</li> <li>All calls to German mobiles: 12.9cents/min</li> </ul>
Options available on all packages	<ul style="list-style-type: none"> <li>DSL Modem/Router/WiFi: €29 (subsidised price– normal price €119) • UK number in your home: €45 one-time charge • Detailed call listings (free)</li> <li>Flatrate calls to landlines in Europe and USA: €3.94/month* • Flatrate calls to landlines worldwide: €14.95/month**</li> </ul>		

### Additional Fees:

In addition the following charges may apply:

- An administration fee from Bavaria Satellite of €35 to administer the order, coordinate and arrange the connection
- Cabling and configuration of home network and WiFi (optional – only if you require it!):
  - Cabling: €65/man-hour or part
  - Network and PC configuration: €75/man-hour or part  
(in most cases a total labour fee of €75-100 plus materials (e.g. cable, sockets) + travel)
- Pre-configuration and shipment of hardware direct to your home: €15
- UK telephone number in your home: €45 one-time charge – other countries available on request with annual fee – call for details.

\*Free calls to landlines in the following countries: Belgium, Denmark, France, Luxembourg, Netherlands, Austria, Poland, Switzerland, Czech Republic, Italy, Canada, Norway, Portugal, Sweden, Spain, USA (inc mobiles), Australia, UK, N. Ireland, Channel Islands, Isle of Man., Greece, Ireland, Andorra, Lichtenstein, Monaco, San Marino and Vatican City

\*\* Free calls to landlines in the following countries: Argentina, Brazil, Chile, Venezuela, Iceland, Israel, Bulgaria, Estland, Georgia, Croatia, Rumania, Russoan Federation, Slovakia, Slovenia, Turkey, Hungary, Cyprus, South Africa, China, Japan, Hong Kong, Taiwan, Singapore, Malaysia, New Zealand

### Notes:

- Minimum contract is 24 months – if the contract is not cancelled at least one month before the end of the minimum period it will be automatically extended for 12 months. Note, however that exceptional circumstances (e.g. permanent departure from Germany) are normally accepted grounds for extraordinary cancellation at any time
- Internet connection and speed subject to availability. In outlying areas higher speeds may not be available – If your chosen speed is not available you will be advised accordingly.
- Contract assumes automatic direct debit of monthly charges from German bank account and electronic invoicing by email
- If the name and/or phone number of the previous tenant is known then typical connection time is 3-5 working days. If this detail is not known then the connection time rises to 5-10 working days and a technician may need to call to identify and complete the connection. At certain times of year (summer and holiday periods) these connection times may be longer, and are not guaranteed. Connections in brand new buildings may be substantially longer.
- It is important that the previous tenant has correctly cancelled their connection, or a new connection may be delayed.
- You MUST have your name on the door/mailbox of your home or apartment building, otherwise important login information for your internet connection will not be correctly delivered. An orange card indicates a delivery attempt when no-one was home – you must then go to the address on the card within 5 days (usually the nearest post-office) to collect the package. This package can only be delivered to the connection address. Alternative delivery arrangements are not possible. If it is sent but not received there can be delays while a replacement packages is organised.
- International Calling - If you decide NOT to take flatrate international services or these do not cover the destination you wish to call then alternative network providers are available both for local and international calls. These providers offer tremendous savings on all manner of telephone calls. Germany has a unique situation in that these providers can offer their services without sign-up, monthly charge, commitment or any line changes. Simply dial a 5 or 7 digit number prior to making the call then dial the number you wish to call normally (including any international or national dialling codes). Some providers include a spoken (in German!) message prior to the connecting the call indicating the cost. Most providers charge for their services via the invoicing system of Deutsche Telekom (look for “ohne anmeldung” – without sign-up in any listings) – the customer receives an additional listing of calls and charges provided over alternative networks on his monthly telephone invoice which are paid with Telekom charges. Savings, especially on international calls are substantial – calls to USA cost from 1.5 (Euro-)cent per minute (Telekom charge 12.3 cents/minute), to Australia 1.7cents/minute (Telekom 79cents/minute !). Access numbers and rates change regularly, so it is important to regularly check which numbers are best for you – websites with this information include <http://www.billiger-telefonieren.de>, <http://www.tariftip.de> and [www.telefonsparbuch.de](http://www.telefonsparbuch.de) Unfortunately these sites are all in German, but are easy to use – simply select the location you are calling and the date/time of day (defaults to current day/time) and you will find a list of pre-dial codes. Our sister company Eventful Communications offers a similar, but abbreviated service in English at <http://www.eventful-communications.de/rates>.

*This arrangement service is provided by Bavaria Satellite Systems – call 089/90539376 if any questions, or email [info@bavaria-satellite.tv](mailto:info@bavaria-satellite.tv)*