



Payment can be made at any German post office, through a German bank, from the local Community Bank or Service Credit Union or directly at the TKS Office.

**Note:**

- Phone and Internet services in general are more expensive than in the states
- Costs are per phone unit
- Fees and costs are charged to the caller
- TKS bills are in English
- Keep every correspondence and statement

For information assistance dial 11833.

For information assistance in English dial 11837.

For international information assistance dial 11834.

Service fees are charged to the caller.

**Note:**

- Information assistance will also connect callers immediately with the phone number

**Additional Assistance**

Stop by Army Community Service if you would like more information and assistance.

**Disclaimer:** Heidelberg ACS provides this list as a community service and does not endorse any specific company nor accept responsibility for any changes made by vendors/companies.



## Helpful Websites

**Call-by-Call Providers**  
[www.billigertelefonieren.de](http://www.billigertelefonieren.de)

**Phones**  
[www.telekom.de](http://www.telekom.de)  
[www.kabelbw.de](http://www.kabelbw.de)  
[www.debitel.de](http://www.debitel.de)  
[www.vodafone.de](http://www.vodafone.de)  
[www.o2online.de](http://www.o2online.de)  
[www.t-mobile.de](http://www.t-mobile.de)  
[www.billigertelefonieren.de](http://www.billigertelefonieren.de)  
[www.howtgermany.com](http://www.howtgermany.com)  
[www.mediamarkt.de](http://www.mediamarkt.de)  
[www.makromarkt.de](http://www.makromarkt.de)  
[www.kaufhof.de](http://www.kaufhof.de)

## Online Services Providers

[www.t-online.de](http://www.t-online.de)  
[www.kabelbw.de](http://www.kabelbw.de)  
[www.aol.de](http://www.aol.de)  
[www.web.de](http://www.web.de)  
[www.freenet.de](http://www.freenet.de)  
[www.pjsnet.de](http://www.pjsnet.de)  
[www.lycos.de](http://www.lycos.de)  
TKSSURF

**Information Online**  
[www.teleauskunft.de](http://www.teleauskunft.de)

**Army Community Service Resources**



## Phone & Internet Fact Sheet

Helpful Websites

Call-by-Call Providers



## ACS Hours of Operation

Mon - Wed, & Fri: 8 a.m. - 4:30 p.m.

Thurs: 11 a.m. - 4:30 p.m.



# INFORMATION & REFERRAL

The Information & Referral Program (I&R) is here for you when you need help and don't know where to find it. This brochure will give you information regarding both on post and off post agencies available for telephone and internet service.

## Residential Telephones

Many Americans residing in the Heidelberg area utilize TELEKOM and TKS for telephone and internet services. Many other companies such as ARCOR, DEBITEL, TELEKOM, and TKS compete for revenues from telecommunication services.

The AAFES concessionaire for these services is TKS and is located in the Heidelberg Shopping Center.

## Telephone Connection

Standard and ISDN (Integrated Services Digital Network) connections are offered by many companies throughout Germany.

Standard connection = Analog phones

ISDN Connection = Digital phones

ISDN or digital phones have the feature of multiple phone lines which can be used for simultaneous telephone, faxing or surfing the Internet. A separate phone number is assigned for each function. If one line is busy, you can still be reached on any available free line. One number can be given out for business and one for private use, or you can even have individual numbers for different family members (Most ISDN phones can be programmed to have a different ring for each number) and displays Caller ID.

Note:

- A touch-tone telephone is required for many of these services.
- Phones can be purchased at the *T-Punkt*, TKS or at other retail outlets such as *MediaMarkt*, *MakroMarkt*, *Kaufhof*, and AAFES.

## Installation

Telekom owns all the phone lines throughout Germany. Other companies lease phone lines from Telekom.

Most companies also offer activation services online, but instructions are only in German. TELEKOM and TKS operate customer service centers. Phone service in Germany requires an application for service form which can be obtained at *T-Punkt* or through *TKS Shops*. The installation charge is about €60.00 for a new telephone connection.

## Call-by-Call Service

Many companies compete for long-distance services. Advertisements for these services can be found in the *STAR & STRIPES*, local papers and online.

## Mobile Phones

Several companies such as *T-Mobile D1*, *Freenet E-Plus*, *Loop 02*, *Vodafone D2* offer mobile phone service. Phones from the U.S are not compatible with the German system unless they are tri-banded or QUAD. The best long term purchase is a multi-frequency phone that can be used on both continents.

## Pre-Paid Services

You can avoid monthly charges and contracts by using a pre-paid mobile phone. Simply purchase credit as it is needed. Phone cards can be purchased at AAFES, TKS, German post offices and other retail outlets such as *MediaMarkt*.

The price per minute is usually higher for pre-paid cards so this service is recommended for light users or teenagers. Because the military lifestyle is unpredictable, pre-paid mobile phones are often the best choice.

## Contract Services

With a contract there is a monthly fee, but the price per minute is less expensive.

Note:

- Most contracts have a roll-over clause

- Termination request is required in writing three months in advance

## Billing and Pricing

Telephone bills are detailed and mailed once a month. The bill explains how many phone units were used with different kinds of calls (such as local, long distance, international, call-by-call services). The phone bill should be paid within seven calendar days of the mailing date shown at the top of the bill. TKS, Telekom and T-Online generally mail out a joint bill. Other Internet providers will bill customers directly.

## Telephone Booths

Telephone booths can be found throughout Germany and are mainly operated by Telekom. Few booths take coins nowadays.

### Coin-Operated Phones

take .10, .20, .50 Euro cents (€), and 1 and 2 Euro coins. International calls can be made from the booths.

### Card-Operated Phones

Most telephone booths use only prepaid telephone cards called *Telefonkarte*. Cards come in denominations of €5 and €10 and are available off-post at post offices, *Telefonladen* (phone store), many newsstands and stationery stores. On post, the *USO* carries them. It's important to have a *Telefonkarte* (prepaid telephone card). The advantage of the card is that it charges only what the call costs.

## Online Service Providers

*T-Online*, *AOL*, *Web.de*, *Freenet*, *P3net*, *TKSSURF* and other companies offer internet services for either standard connection or high-speed access. Prices vary depending on the packages. Flat rates are also available for Internet services.

TKSCable: [www.tksable.com](http://www.tksable.com)