

Before signing a Contract particularly for Telecommunication Services, please consider these Points:

- **Do not allow unsolicited self-acclaimed representatives of any company to enter your home or have sight of any personal documents.**
- Any package should suit your requirements and should not contain superfluous extras.
- You should be able to clearly understand the provisions and conditions of the contract (ideally, the provider should provide an English version or forfeit your custom)
- You should make it clear that you want the cheapest tariff for the destination that you call the most (60 minutes free within the German DT network is not much use, if you only call UK numbers).
- You should ask for a postal address, fax-number and/or Email address for customer services so that you can query, complain or terminate your contract in writing. Do not be fobbed off with a telephone number. Keep copies of all of your correspondence.
- Once you have signed a contract – KEEP IT SAFE. Deutsche Telekom is now claiming that all its contracts have been for a minimum of 2 years and is demanding severance costs for prior termination. You cannot challenge this claim without the original copy of your contract. If you sign up for a minimum of 2 years – make sure that you terminate in writing 3 months before the contract automatically commits you to another two years.
- You should have a German bank account and arrange direct debit payments, which can continue when you **temporarily** leave station.
- If no company can provide a perfect service, then at least choose the one most likely to meet most of your requirements.

Please be aware, that once you enter into a contract, it is legally binding. If you default on payments, the telecommunication providers will quickly engage debt-collecting agencies, which with the authority of the German courts, are able to impose exorbitant administrative fees and interest, which are added to the original debt. These registered agencies are also able to pursue debtors inside and outside the boundaries of the German Republic.