Dear tenants,

we are pleased to be able to provide you with the use of the Internet within your rented premises and ask you to note the following:

The cable modem is installed at the antenna socket and is an integral part of the room and property of NetCologne.

**Please do not remove the cable modem or replace it with another device.**

Alterations or removal can cause disruptions that jeopardize Internet operation for the entire residential building.

In the event of a malfunction, please contact your personal hotline **0221 2222-113** (Mon–Fri 08:00 a.m. to 10:00 p.m.; Sat 8:00 a.m. to 4:00 p.m.).

Please have the so-called HFC/MAC address of the modem ready (this is on the sticker on the device).

You can find out more about our products at: [www.netcologne.de/kstw](http://www.netcologne.de/kstw)

Wishing you great entertainment,

NetCologne Service Team