



NetCologne

Internet connection information.

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**

Wishing you great entertainment,

NetCologne Service Team

Uns verbindet mehr.