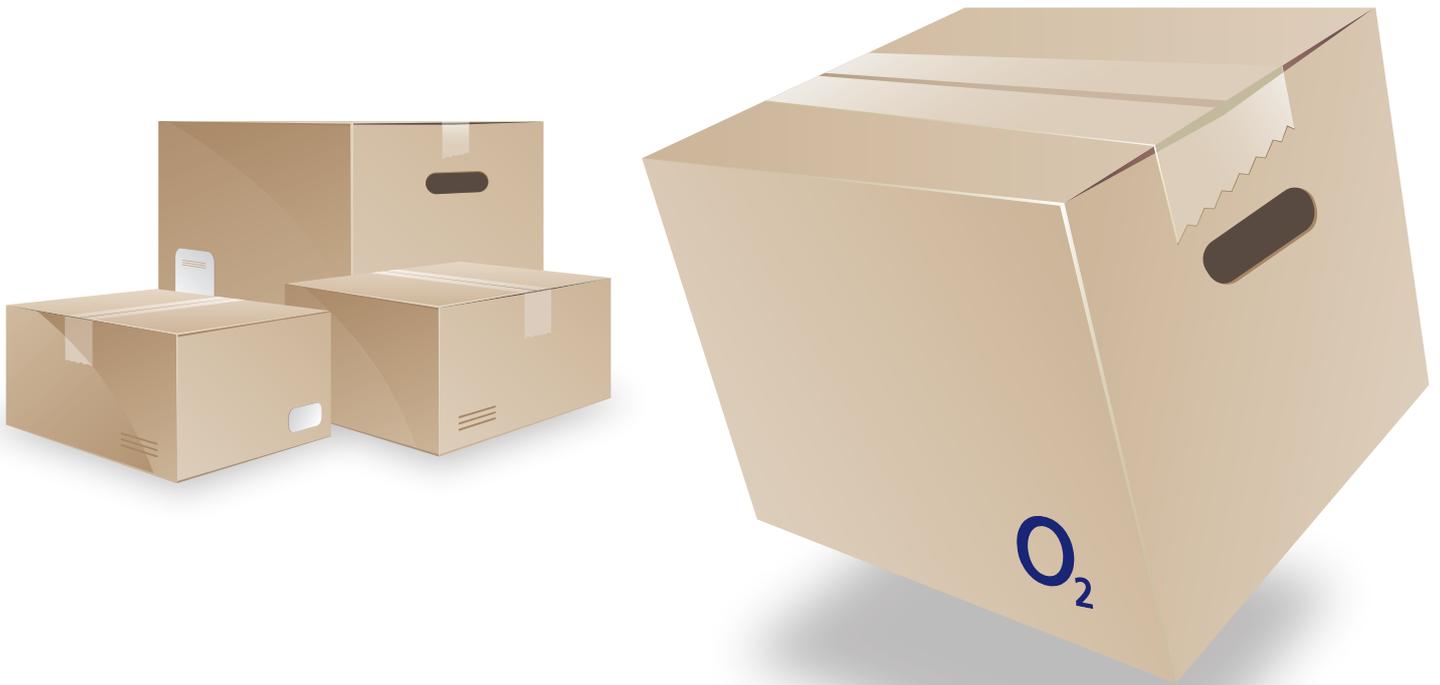# Your move.

All the information you need

Moving your O$_2$ DSL connection

So you're moving and you want to take your O$_2$ DSL connection with you?

We explain the whole process step by step and tell you what you need for your move.

1. Make sure you have all the necessary information to hand

We need the following information to organise your move:

- The address to which your DSL connection is to be moved (street name, house number, postcode, town)

- The location of the TAE telephone socket at the new address. This includes:
  - details of the type of building (e.g. apartment block or house)
  - what floor you live on
  - other details such as whether you live in a front or rear building

- The day on which your connection is to be switched over to your new address (preferred date)

- The day on which you would like your present connection to be disconnected. Please note: this date cannot be before the new connection is activated

- The first name and surname and/or the landline number of the previous occupiers of your new address

2. Taking your landline number with you

You can keep your landline number or numbers if you are moving within the same telephone exchange area (e.g. within Hamburg). If you are moving to another telephone exchange area, we automatically allocate you one or more new telephone numbers. Your old telephone number is deactivated on switchover.

You keep your O$_2$ DSL mobile numbers.

3. Requesting a move

You can simply request a move in your o2 Shop, online, at www.o2.de/mein-dsl/umzug or by telephone on 01804 05 52 22 (20 cents/call from a German landline; maximum 42 cents/call from a mobile.)

Please request your DSL and landline connection move at least four weeks before your moving date so that we can process your request and arrange a date with the owner of your house connection (usually Telekom Deutschland GmbH).

4. Engineer's visit and activation

The O_2 DSL connection at your new address will be activated by an engineer; we will inform you of the date of this visit.

You will need to be present during this visit. Please ensure therefore, that the name on your move request corresponds exactly with the name on the door or bell push.

Readings will be taken from the telephone socket in your new apartment as well as from the point where all the telephone lines in your building come together. This is usually in the cellar or in the technical services room.

Please ensure that

- the engineer has access to these areas (if necessary contact your caretaker)
- the telephone socket is freely accessible (e.g. in your apartment) and that it is not obscured by any pieces of furniture or other objects

This is necessary in order for your connection to be switched over. If the engineer does not find you in on the appointed day and you have not informed us that you will not be there, you will be charged for a further visit by the engineer. The earliest that a new appointment will become available is four working days later.

5. Keeping your move simple

In many cases, the information provided about the previous occupiers of your new apartment is sufficient to make a visit by an engineer unnecessary. We will let you know whether we will have to send out an engineer and whether you have to be there when we confirm your request.

If you do not have any details for the previous occupiers, we shall of course still be happy to deal with your request.

Checklist

New address for your DSL connection (street name, house number, postcode, town)	☐ done
Location of the telephone socket at the new address (including type of building, floor and any additional details)	☐ done
(Preferred) date for the transfer of your connection to the new location	☐ done
Latest date for your existing connection to be disconnected (this date cannot be before the new one is activated)	☐ done
The first name and surname and/or the landline number of the previous occupiers of your new address	☐ done
Request move via internet or by phone	☐ done