

Cable TV Will be up to Residents!

Everything about the German Telecommunications Act (TKG) Amendment and what's changing for cable TV.

How the statutory change and TV switchover will affect you as a tenant or owner from July 1, 2024 onwards. The service charge privilege is being abolished. And this will affect the TV fees in your service charge statement and will mean you will now have to select a provider yourself.

Why is your service charge statement for cable TV changing?

The TKG Amendment came into force on December 1, 2021 with an amendment to the telecommunications law. The amendment brought many changes with it for users of telecommunications services, such as the Internet, telephone, and television.

One of the biggest changes concerns the abolishment of the service charge privilege for cable television contracts concluded by homeowners' associations or property management companies. In future, the connection fees for cable TV in apartment buildings (multi-user contract) may no longer be billed as operating costs. A transitional period will apply until June 30, 2024. In the future, every tenant will have to decide if they want to use a cable TV connection.

What does that mean for you as the tenant?

- The TKG Amendment affects all tenants who paid for their TV cable connection with their service charges.
- You will also be affected if your homeowners' association or property management company has terminated their contract.
- You will need to conclude a separate contract for a cable TV connection by June 30, 2024 at the latest if you wish to continue watching TV.

How is SWU TeleNet dealing with this?

- If your current provider is SWU TeleNet, your cable TV connection will not be switched off without notice.
- If your homeowners' association/property management company has terminated its multi-use contract with us and entered into a license agreement/user agreement with us, we will provide you with an offer for a separate TV contract in due time.
- All information about the switchover date will also be provided with the offer.
- You can ensure uninterrupted service by completing your order in time.
- The connection will then only be switched off on the announced switchover date.

Steps to keep watching TV as usual

- 1 Verify your address
- 2 Order a TV and radio product from us.
Use the promo code from the personal letter sent to you and order to a good price.
- 3 Enjoy your usual TV program.
Interested in more? Order PayTV for HD channels or foreign language packages!

[Check availability now](#)

FAQ about the service charge privilege

What are the alternatives to a cable TV connection?

DVB-T2-HD

DVB-T2 HD is antenna TV. In many regions, an indoor antenna or even an old rooftop antenna allows you to receive approx. 40 channels in high-resolution quality (high-definition TV).

IPTV (Streaming)

A broadband Internet connection is required for TV reception via a streaming service. Some providers even offer free access, but it can only be used for a limited period and/or with the display of ads. The TV receiver works with a corresponding app on modern Smart TVs or, in the case of older TVs, with an HDMI stick that can be plugged in. With streaming, however, the signal can also be conveniently received via the smartphone or tablet via an app.

Satellite TV

Satellite TV provides the largest range of programs. It makes it possible for you to receive all popular TV shows free of charge and in unencrypted form.

Please clarify first with your homeowners' association/property management company whether installing your own satellite dish is permitted and possible.

Who can help me with questions regarding the service charge privilege?

The German Consumer Advice Center (Verbraucherzentrale) offers comprehensive and objective information on the topic of the service charge privilege. Of course, our customer service is also happy to help and highlight the different options available to you.

How can I find out if I am also affected?

Take a look at your annual service charge statement or talk with your landlord or property management customer.

What happens if I don't have a separate contract for TV?

On the switchover date specified, your current provider will deactivate your signal, meaning you will no longer be able to receive cable TV.

Am I still able to receive public channels (e.g., ARD, ZDF) after the deactivation date?

No, these channels will no longer be available without a separate TV contract.

I use a SWU PayTV package. Do I still need a separate contract for TV?

Yes, in order to use PayTV, a contract for cable TV is absolutely necessary. If you do not conclude a separate contract for TV, we will terminate your PayTV contract on the switchover date and deactivate your smartcard. If you conclude a separate contract for TV, your contract for PayTV will, of course, continue as usual.

SWU ServiceCenter:

Karlstraße 3,
89073 Ulm

[Schedule appointment](#)

Hours of operation:

Mon.–Wed. and Fri. 10:00 a.m. – 5:00 p.m.
Thur. 10:00 a.m. – 6:00 p.m.