



Frequently asked questions

What is the service charge privilege?

Property management companies were previously able to conclude joint contracts (collective collection) with cable TV providers on behalf of their tenants. The service charge privilege made it possible to charge these costs in the service charge bill, and pass them on to the tenants.

Billing was not based on actual usage, but for the basic provision of the service. In other words: Thanks to the service charge privilege, landlords were able to charge their tenants for the cable TV signal even if they did not use the service.

Why is the service charge privilege being cancelled?

In the 1980s, when cable television was introduced in Germany, this was the only alternative to conventional aerial reception. The federal government at the time introduced the service charge privilege, in order to promote the spread of cable television. The main aim was to make cable television accessible to as many people as possible through the service charge privilege.

Over time, other reception channels developed. The legislator recognised that this type of billing was no longer up to date, and, therefore, abolished the apportionment of ancillary cable TV costs as part of an amendment to the Telecommunications Act in 2021.

What will change from 2024?

The service charge privilege will finally end at the end of June 2024, until which time there will be a transitional period. This deadline allows landlords to terminate existing joint contracts and inform their tenants of the upcoming changes in good time. From 01.07.2024, you will no longer have access to a cable TV signal unless you conclude a contract with a TV provider.

How can I continue to use my TV cable connection?

TV connection via the existing TV cable connection is generally only possible via wilhelm.tel; for other providers, a different connection channel (e.g. Internet TV) must be chosen.

What advantages do I have if I take out the basic TV package with wilhelm.tel?

You don't need any new devices, additional services or channel searches – everything stays the same, the „switch-over“ is uninterrupted.

How do I take out the basic TV package?

There are four options for concluding a contract:

- Click on „Order“ at the bottom of the basic TV package.
- By telephone via our free hotline 0800 4324324 (only for existing wilhelm.tel customers with a customer number)
- Send us an e-mail with your customer number to tv@wilhelm-tel.de (only for existing wilhelm.tel customers with a customer number)
- Would you like a paper-based order? Please send us a short e-mail with your postal address to tv@wilhelm-tel.de.

What happens if I don't conclude a contract?

If you do not conclude a contract for our basic TV package, the cable TV connection will end after 30 June 2024.

Can I continue to receive the local TV channel noa4?

The local station noa4 is only broadcast by wilhelm.tel. In order to continue receiving it, you must book the wilhelm.tel TV basic package.

I have booked the HaiD package and PayTV packages with wilhelm.tel. What do I need to consider?

The prerequisite for using the HaiD package or the wilhelm.tel PayTV packages is the booking of the wilhelm.tel TV basic package.

What additional products are available for the basic TV package?

You can find all information about our TV add-on products here:

HaiD: <https://www.wilhelm-tel.de/fernsehen/produkt/haid-tv>

PayTV: <https://www.wilhelm-tel.de/fernsehen/produkt/pay-tv>

Can I continue to use Sky?

Yes, if you book the wilhelm.tel TV basic package, nothing will change for you. Otherwise, please contact Sky directly.