



Replacement of the network termination unit – the remote device

Telekom Deutschland offers you innovative products and services in accordance with the latest technical standards. As Deutsche Telekom, we must ensure that hardware or software is not used past the end-of-life or end-of-service date specified by the manufacturer. Remote devices (RD) must therefore be replaced.

Our field service will replace these for the following products:

- DeutschlandLAN Connect IP (DCIP)
- Business Premium Access (BPA)
- EthernetConnect 2.0 (EC2.0)

Further information on what this specifically means for you and the involvement required from you is outlined on the next page.



Connecting
your world.

Information and your obligations to cooperate in detail:

When will you be informed about the specific schedule?

We will contact the person responsible for maintenance via email four months before the remote device (RD) needs to be replaced. When they receive the email, the person responsible for maintenance will be informed of the obligations to cooperate.

Which remote devices are affected by the replacement?

The remote devices of all manufacturers will be continuously replaced.

How will the replacement be structured?

We will contact your assigned contact person to arrange the appointment to replace the RD.

After arranging the appointment, the contact person for the replacement of your RD will receive confirmation of the appointment via email. The RD will be replaced by our field service on the agreed date.

Will you experience any downtime during the replacement process at your site?

Your access may be subject to a maximum downtime of 45 minutes during the replacement process. You will be able to use your access as usual once the RD has been replaced.

Will you incur any costs?

You will not incur any costs.

Please do not hesitate to call us if you have any outstanding questions. Please also feel free to contact your sales contact person.

Thank you very much for your support and your understanding in this matter!

Publication details:

Telekom Deutschland GmbH
Business customers
Landgrabenweg 149
53227 Bonn, Germany



**Connecting
your world.**