

Heide-Nord  
Administration  
Tel: 0345 527-2272  
Fax: 0345 527-2599

heide-nord@hwgmbh.de  
www.hwgmbh.de

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## Fibre optic installation in your apartment

*Salutation,*

We are writing to inform you that we are having renovations carried out in your building and apartment. This will involve laying fibre optic cables and installing a new fibre optic box (ONT box). This will provide all our HWG apartments with a reliable, stable and fast internet connection.

**You will not have to pay anything for this. The renovations are mandatory even if you do not use an internet connection in your apartment.**

We have commissioned the PŸUR company and its service partner, ComSatTV GmbH & Co KG to carry out these renovations. The work of laying the cables will start in the basement. The new fibre optic connection will then be installed in your apartment. It will usually take an hour to carry out the work. Please allow the engineer access to your apartment.

Two weeks' notice will be given on the notice board of the exact date the work is to be carried out. PŸUR will also notify you of the date by post.

May we take this opportunity of thanking you in advance for your understanding and support while the upcoming work is carried out.

The FAQs on the following pages may answer any questions you have. If not, you can find further information by using the QR code. Please also feel free to call your local HWG administration on 0345 527-2272.

Yours sincerely

Hallesche Wohnungsgesellschaft



This letter was computer-generated and has therefore not been signed personally.

## **Fibre optic expansion: FAQs**

*Will my rent now be increased?*

No. Your rent will stay the same. The installation of the fibre optic box will not affect your rent. Nor will you incur any other costs.

*Do I have to pay anything for the installation of the fibre optic connection?*

No. You don't have to pay anything. The engineers will not ask you for any money.

*When will the work start?*

PÝUR will notify you directly of the exact date the work is to be carried out in your apartment. A letter to that effect will be in your letterbox about two weeks before the work is due to start. The installation will usually take about an hour. A notice will be displayed notifying you of the work to be carried out in the basement.

*Why do the engineers need to have access to my apartment?*

The new fibre optic cables will be laid from the basement to all apartments in the building. A new fibre optic box will be installed in your apartment. This is about the same size as the existing multimedia box. **Access to all apartments in the building is mandatory.**

*What happens if I am not at home on the day of the appointment?*

Please check whether relatives, friends or a neighbour could provide access to your apartment on your behalf in your absence. If the date of the appointment given is not convenient, please call the telephone number given in PÝUR's letter and arrange a new appointment directly with PÝUR.

In principle, we have the right, as the owner of the building, to carry out these technical renovations. With your support, any disruption for you and us will be kept to a minimum.

*How complex is the installation of the fibre optic connection?*

The engineers are experienced in carrying out these installations. A small amount of drilling work will be carried out on the day of installation. The engineers will of course leave everything clean and tidy.

*I don't use the internet at all. Do I still have to have the fibre optic connection installed?*

Yes. The work involves a technical renovation of the apartment that must be carried out regardless of whether you use it or not. In principle, as the owner of the building, we have the right to carry out this work. With your support, any disruption for you and us will be kept to a minimum.

*I don't have a contract with PŸUR. Do I still have to have the fibre optic connection installed?*

Yes. The work involves a technical renovation of the apartment that must be carried out regardless of whether you have a contract with PŸUR or not. PŸUR was only commissioned by us to install the fibre optic cable and the fibre optic box. You can still get a phone and internet connection from other providers. This will not affect an existing contract.

*I am currently using the TV service provided by PŸUR. Will anything change for me?*

No. There will be no changes to your TV service. You will be able to watch television as usual.

*I am currently using the internet service provided by PŸUR. Will anything change for me?*

No. Initially, everything will stay the same. You can obtain any further information about switching to fibre optics directly from PŸUR.

*What work will be carried out in the basement?*

The building connection for the fibre optic cable is located in the basement. Most of the work will be carried out in the common basement areas. You will be informed in good time if the engineers need access to your basement compartment.

*Will work also be carried out outside the building?*

Yes. There may be some excavation work in your neighbourhood (street, pavements and green spaces). The fibre optic cables leading to the house will be laid underground beforehand. Please bear with us if there any short-term restrictions in your neighbourhood.