



European
Joint
Support Unit

Telephones/Internet

Goch





Telephone Connections/Disconnections & Mobile Phones

The country code for Germany is +49. e.g.: 0049 (0)65 44 70 75

When dialling the UK from Germany dial: 0044 then drop the first zero from your number e.g.: 0044 (0) 2081 112222

Your sponsor should show you where and how to get internet service. The only thing you require to open an account are your bank details.

There are a number of internet and telephone providers which have shops in the centre of Goch, although Deutsche Telecom holds the monopoly on telephone landline contracts and internet services (looks like a T-Mobile shop, pink T).

Companies mandate a minimum 2-year rental contract. A minimum notice of 3 months is usually required for termination. Early termination can incur charges. You can obtain a notification letter from the NATO HQ stating you are being posted and companies have been known to waive the outstanding contract charges.

Downloading movies and television through the German internet is heavily frowned upon by the German authorities. Internet providers will give names, I.P addresses and details of individuals to legal companies who will send fines for downloading such material. Fines can be up to €800 per offence.

Television

As an entitled member of the British Forces and the Civilian component BFBS offers a satellite TV service for your married quarter, more details on this from your Community Liaison Officer or at www.getbfbs.com

BFBS TV and Radio is available and provided free of charge. BFBS boxes are available through www.servicedesk@bfbs.com or UK + 44 0203 750 4567.

Up to 16 live channels including Sky sports 1 and 2. A full list of channels and a listing guide can be found online at www.bfbs.com.

BFBS TV and Radio is also available on the go via an IOS or Android app search BFBS in your app store.