

# Contact Info: Cable TV • Internet • Telephone

- **How do I cancel my TV package?**

The basic package is part of your monthly rent. If you wish to cancel it, you must contact DAB. Fill in the form on [www.dabbolig.dk/at-bo-alment/blanketter/fravalgaf-tv-pakke-faelles-tv-signal/](http://www.dabbolig.dk/at-bo-alment/blanketter/fravalgaf-tv-pakke-faelles-tv-signal/). Then send the form to our mailbox: [administrationsafdeling4@dabbolig.dk](mailto:administrationsafdeling4@dabbolig.dk)  
All other television packages are cancelled by calling YouSee directly on +45 70 70 40 40.

- **How do I change my TV package?**

To change the TV package contact YouSee on +45 70 70 40 40.  
The Property Office and Dansk Kabel TV CANNOT change your package.

- **How do I order a TV package?**

You get the basic package as a standard offer through your monthly rent.  
If you have cancelled the basic package but want to order it again, please contact DAB on +45 77 32 00 00.

- **How do I order Internet/telephone services?**

Order online at [www.dktv.dk/bestil](http://www.dktv.dk/bestil) where you can see the subscriptions to choose from.  
You can also order by contacting Dansk Kabel TV on +45 69 12 12 12.  
The connection is delivered by fiber-optic via the network box already installed in your home.

- **How do I change my Internet or telephone subscription?**

To change your subscription go to your personal account at [www.dktv.dk/selvbetjening](http://www.dktv.dk/selvbetjening).  
You can also contact Dansk Kabel TV on +45 69 12 12 12.

- **How do I cancel my Internet or telephone subscription?**

To cancel your subscription, please contact Dansk Kabel TV customer service.  
Fill in the form at [www.dktv.dk/kontaktformular](http://www.dktv.dk/kontaktformular).

## Who do you call?

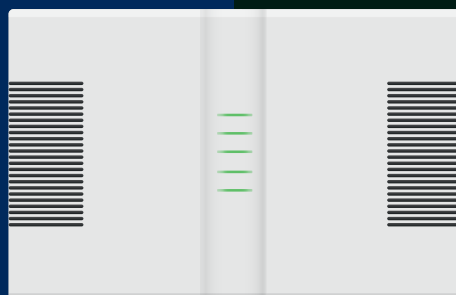
The illustration shows who to contact regarding your various services. If there is a light in the box but no signal on your TV, contact YouSee. If you have problems not related to TV, then contact Dansk Kabel TV.

**Dansk Kabel TV**

Tel. +45 69 12 12 12



Internet, Telephone



**youSee**

Tel. +45 70 70 40 40



Cable TV

# Troubleshooting: Internet

