



Internet on Arrival Connectivity Before You've Landed!

The Community Support Association Frankfurt (CSA Frankfurt) is pleased to offer an "internet on arrival" program so you will have internet and landline telephone service (provided by Vodafone) set up prior to your arrival in Frankfurt.

Below are the steps for participating in the program. If you have any questions along the way, please reach out to us at cable-network@csafrankfurt.com and we'll gladly assist you. Have a safe journey, and welcome to Frankfurt!

Before Arrival

- **Register** for service on CSA's website at www.csafrankfurt.com under "Services," and agree to CSA's and Vodafone's terms of service.
 - Your completed form will be sent to Suzie, CSA's cable and internet administrator. She will contact you within 3 business days with additional information.
- You must **prepay** for this service through PayPal. Suzie will send you a PayPal invoice that will include Vodafone's activation fees and 2 months of Vodafone service. CSA will not order the router from Vodafone until payment has been received.

Around the Time of Your Arrival

Courtesy of the program, you do not have to worry about anything around the time of your arrival other than ensuring CSA has your correct expected arrival date. **Please note the following timing information, as it affects your installation and bill:**

- It may take up to three weeks to process the order and receive the modem from Vodafone. For this reason, CSA orders your equipment weeks in advance to ensure it arrives in time for installation in your residence.
- If your arrival date changes, please update cable-network@csafrankfurt.com immediately. This will help ensure your bill is accurate and your equipment is ready.
- **Installation takes place 1-2 days prior to your arrival.** Your sponsor may have access to your home before installation occurs, so please do not be alarmed if internet is not yet installed when they first check on your home.

After You Arrive at Post

- Set up a German bank account and send the information to cable-network@csafrankfurt.com; Suzie will have the Vodafone auto draft switched from our account to yours.
- You will receive one final PayPal invoice from CSA once the change has been completed for the **prorated first month of service.**
- The monthly Vodafone fee will be **auto drafted** from your account for the remainder of your contract.

Additional Information

You will also receive a **separate quarterly bill** from CSA for the \$90 CSA infrastructure maintenance Fee. More information on this quarterly fee can be found at www.csafrankfurt.com under "Services."