

**FOR IMMEDIATE RELEASE**

**TKS Information**  
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**KMC NETWORK UPGRADE / OUTAGE | THU NOV 10, 2022 | 05:00 – 06:30**  
**TKS network upgrade will result in temporary outage on-base at KMC installations**

Kaiserslautern, Germany – November 4, 2022 – On Thursday November 10, between 5:00 am and 6:30 am, TKS will implement a major network upgrade that will result in a temporary interruption of all TKS network services at military installations throughout the KMC, including Sembach and Baumholder.

The interruption will impact on-base fixed-network TKS services: easyConnect (telephone and internet service), easyTV (television service), and Exchange Connect Wi-Fi which is powered by TKS.

The system upgrade will modernize several key technical components which will provide the KMC with increased network stability, security, and bandwidth. Furthermore, it will pave the way for the expansion of TKS's ultra-fast gigabit internet service at additional on-base locations.

When the network upgrade is completed all services will automatically resume, no additional action or setup is required. Should KMC residents experience any connectivity issues after 06:30, the situation should be reported to the 24-hour TKS customer service hotline at 0631 3522 499.

**KMC NETWORK UPGRADE / SERVICE OUTAGE**

**When:** Thursday, 10 NOV 2022  
05:00 - 06:30

**Where:** KMC installations (on-base locations only)  
Ramstein Air Base, LRMC, Kapaun, Pulaski, Vogelweh,  
Rhine Ordnance Barracks, Daenner-Kleber Kaserne, Sembach,  
Baumholder

**Services Impacted:** easyConnect (telephone and internet service)  
easyTV (AFN + TKS television service)  
Exchange Connect (Wi-Fi service)

**Requirements:** none: all services restart automatically

**Contact:** TKS Customer Service  
0631 3522 499 (24/7 hotline)  
service@tkscable.com