

## Important information regarding your broadband

You who are receiving this letter as tenant of Sandvikenhus property.

Sandviken Energi will in the month of November/December assume operations of the broadband network in Sandvikenhus property. We will connect the major part of Sandvikenhus property to the new broadband network during week 49. Read below what it will mean for you.

### Connection to the new broadband network

The property you live in will be connected to the new broadband network sometime during Monday, December 4 through Thursday, December 7, week 49.

In connection with the coupling, there will be a temporary break in your broadband delivery until you have made a new choice of broadband service. See information about how to choose a service in **“Get started with your services in the service portal”** **”Kom igång med dina tjänster i tjänsteportalen”** on the next sheet. Cable TV from will not be affected by the new network, but will be available in the network for cable TV in the apartments. You who today don't have broadband through Sandvikenhus broadband network will not be affected by the interruption.



Image above: This how it will look when you access the service portal. Through the service portal, you as a tenant with Sandvikenhus will get access to new services, such as internet subscriptions at speeds of up to 1000Mbit /sec and TV over the broadband network (IPTV).



### **Get started with your services in the service portal**

The broadband service which you previously had will not work on the new broadband network, so it is imperative that you sign a new service agreement in Sandviken Energi's service portal in order to be able to access the Internet. The service portal will be automatically displayed when you for the first time connect after connection to the new broadband network. In the service portal you can subscribe to services such as broadband, IPTV and IP telephony.

This is how you go about:

- Stay at home and connect to the broadband jack with a network cable or via a wireless router (works also with wireless router, tablet or mobile phone).
- When opening your browser, Sandviken Energy service portal will pop up automatically.
- Register as a user and choose which service and equipment supplier you want. You can also order a service directly from the service provider you are interested in. Contact information for service providers can be found in the portal under respective service (from week 49).
- Now you're done! Welcome to the new broadband network which gives you the opportunity to more and faster broadband services at speeds of up to 1000 Mbit /sec!

If you should experience any problems after connecting to the new network, please contact your service provider. You can also find useful information in the "FAQ" section in the service portal.

If you are not able to access the service portal or have questions regarding information in the letter, contact Sandviken Energi by phone 026-24 16 00 or email [support@sandvikenenergi.se](mailto:support@sandvikenenergi.se).

More information is also available at [sandvikenenergi.se/stadsnat](http://sandvikenenergi.se/stadsnat).

Sincerely,

Sandviken Energi AB