

TV & INTERNET

INFORMATION TO EIDAR'S TENANTS



How it works in your home

A BASE SELECTION OF TV-CHANNELS AND INTERNET IS INCLUDED IN THE RENT AND OTHER CHANNELS IS THE DELIVERED VIA THE BROADBAND NETWORK BY TELENOR. THERE IS A CUSTOMER-PREMISES EQUIPMENT (CPE) ON THE WALL IN THE LIVING ROOM.

TV

If you only wish to have the base selections of TV-channels that is included in the rent you can order it from Telenor. If you want more channels you have to order them from Telenor and pay for them yourself. If you want another supplier you can choose which one you want and order it via: eidar.openuniverse.se but then you have to pay for it yourself and can no longer use the base selection from Telenor because it is not possible to have more than one TV-supplier.

INTERNET

In the student accommodation internet is included in the rent. If you want a faster connection you can get it from Telenor, but then you have to pay for it yourself.

Technical problems

ARE YOU STUCK IN THE INSTALLATION OR ARE HAVING PROBLEMS WITH YOUR SERVICES? ALWAYS CONTACT THE COMPANY THAT PROVIDES THAT SERVICE.

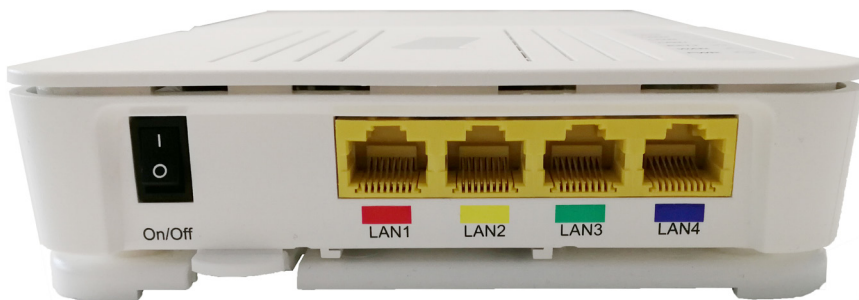
If you for example have a contract with Telenor please contact their support. If you have a problem with the TV-channels that are included by the rent please contact the supplier of the TV-channels.

REMEMBER

Always ask for your case number when you report something. This will make it easier if they are not able to solve the problem.

CONTACT INFORMATION TO TELENOR

Web: telenor.se
Phone: 020-222 222



CUSTOMER-PREMISES EQUIPMENT (CPE)

This plastic box is placed on the wall in the living room and the services you have or order is delivered to it.

LAN 1 (RED)

Internet/Telephony

LAN 2 (YELLOW)

Internet/Telephony

LAN 3 (GREEN)

TV

LAN 4 (BLUE)

TV