



GET STARTED WITH ÖRESUNDSKRAFT STADSNÄT



GET CONNECTED & THEN HAVE FUN!

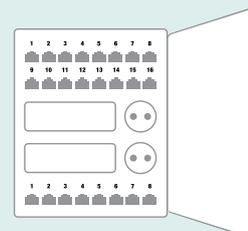
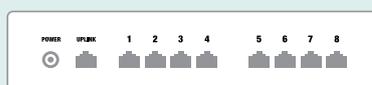
We are happy you are sitting right now with this guide in your hand. That means your home is connected to Öresundskraft Stadsnät. The great thing about Öresundskraft Stadsnät is that it gives you real broadband on your terms. By connecting up to the Stadsnät network today, you will be guaranteed the speed and performance needed in the future, without being tied to any specific operator. This guide will help you get started with surfing, phoning and watching TV via the Stadsnät network.



Only network socket

Network socket, CPE (switch) or media centre. Your home is connected to Öresundskraft Stadsnät via a network socket, a CPE, a media centre or a combination of these.

CPE



Media centre

(The media centre is usually located next to the fuse box and contains either a CPE or a first socket to the Stadsnät network.)

ÖRESUNDSKRAFT STADSNÄT IS AN OPEN FIBRE NETWORK, SOMETHING WE ARE VERY PROUD OF.

That means that many different service providers are able to supply services to all connected households on the same terms. For customers, it means you have freedom of choice and are not tied to one particular supplier. This competition helps to keep prices down, thereby reducing your monthly cost for TV, internet and telephony.

It can be difficult to choose from a large number of suppliers. Öresundskraft Stadsnät cannot help you to make your choice but we can give you some hints on what things to consider. Do you just want internet or do you want to order TV and telephony too? How important is it for you to get all your services from the same supplier? How do you use the internet? How many computers and other devices will be in use? Are there service providers that have offers that fit your specific needs? Go to oresundskraft.se/stadsnat and read more about service providers and current offers.



HOW TO ORDER MORE SERVICES

The advantage of Öresundskraft Stadsnät is precisely the freedom to choose and change supplier. If you have not yet chosen your service provider, you can either order services via Öresundskraft Stadsnät's self-registration portal or direct from one of the service providers.

When you have connected your computer to a network socket or the CPE and you start your web browser for the first time, you will automatically come to the self-registration portal. Follow the instructions to get started with Öresundskraft Stadsnät.

If you prefer to order through one of the service providers, you will find more information in the service guide on Öresundskraft Stadsnät's homepage, oresundskraft.se/stadsnat. Here, it is easy to get an overview and compare the prices and services of the different service providers.

If you do not have access to a computer or the internet, you can contact our customer service Kundservice. We can give you information about how you order and contact the service providers.

DO YOU WANT TO KNOW MORE ABOUT THE STADSNÄT NETWORK?

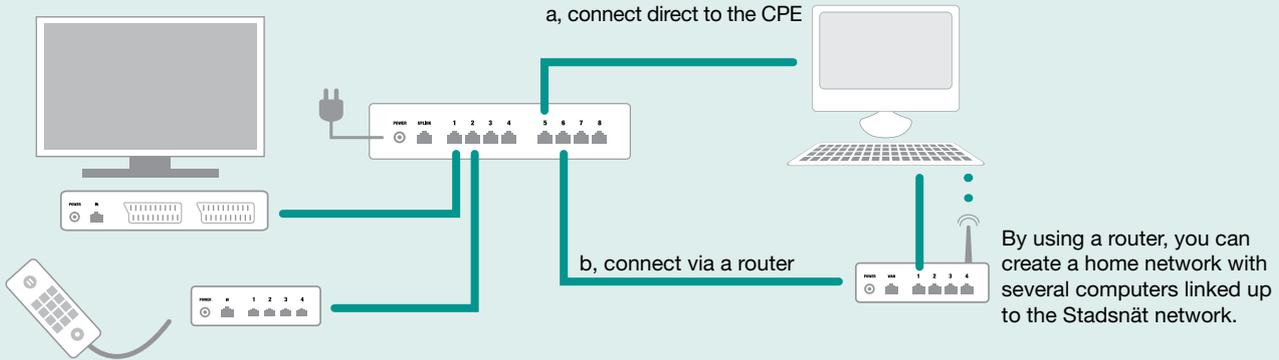
Visit oresundskraft.se/stadsnat You are also welcome to contact Öresundskrafts Kundservice by phoning 042-490 32 00 or sending an email to stadsnat@oresundskraft.se

Does getting started still feel difficult? There is help available. In the first instance, contact your service provider. If you need a technician to come to your home and help you get started with Öresundskraft Stadsnät, go to the service guide (Tjänsteguiden) on our homepage. Under the tab Installationshjälp, there are suppliers who can help you. You will also find suppliers who can offer assistance and advice regarding, for instance, wireless solutions in your home.

READ MORE HERE IF YOU HAVE A CPE IN YOUR HOME.



The CPE is usually located in the hall, living room or next to the fusebox. Your CPE has either 5 or 8 ports which may be labelled for different services. You connect your various devices (computer, router, TV box or telephony box) using an ordinary network cable.



By using a router, you can create a home network with several computers linked up to the Stadsnät network.



When you connect devices to the network socket or a CPE, you use an ordinary network cable, KAT-5E or better. You can buy that sort of cable from most electronics shops.

The CPE, Customer Premises Equipment, is a switch that is located in your home which distributes incoming signals. This enables you to use the Stadsnät network for more than one service at a time. We use the term CPE. This is the most common term used in the industry (previously called DRD switch). The industry also has other names for this type of switch.



Getting started with the internet. Connect your computer or router to one of the CPE's sockets. The number of active sockets in the CPE is the same as the number of services and/or IP addresses that you have ordered from your service provider. Then follow the instructions you have been given by your service provider.

Example: When you order an IP address and connect a router to the CPE and want to connect more computers, you connect them to your router, not to the CPE. If you do not want to use a router, you can connect your computers direct to the CPE but remember then to order more IP addresses from your service provider.

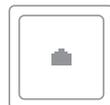


Getting started with TV. To watch TV, you need a TV box that is adapted for IP-TV. That will be sent to you from your service provider. Connect the TV to the box which is in turn connected with a network cable to one of the CPE's first sockets. You can connect and use up to four televisions at the same time. You need a TV box for each TV.



Getting started with telephony. For IP telephony, you need a special telephony adapter if you want to connect your traditional phone. That will be sent to you from your service provider. Follow the instructions that are supplied and connect the adapter to one of the CPE's first sockets. Then you connect your telephone to the telephony box and then use the phone in the normal way. If you have an older type of telephone jack, you can distribute the telephone signal to other jacks if you connect the telephony adapter to the first jack. When you order telephony from your service provider, you can retain your old number if you ask for porting.

READ MORE HERE IF YOU ONLY HAVE ONE NETWORK SOCKET IN YOUR HOME.

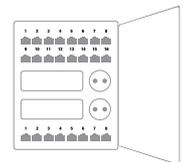


The network socket is usually located in the hall, living room or next to the fuse box. You connect your device (computer, router, TV box or telephony box) direct to the socket using an ordinary network cable.

Several service providers offer internet together with telephony from one single Stadsnät network socket. In that case, you will need a telephony box which you connect to the socket. After that, you connect your telephone and your computer or router to the telephony box. Your service provider can give you more information about this.

If you do not have some sort of combination service, the network socket can only be used for one service at a time - internet, TV or telephony. If you want to use several services at the same time and have other connection possibilities, you will need a CPE. That can be bought at Öresundskraft's reception at Västra Sandgatan 4 in Helsingborg.

READ MORE HERE IF YOU HAVE A MEDIA CENTRE IN YOUR HOME.



The media centre is usually located next to the fuse box and contains either a CPE or a first socket to the Stadsnät network. There will be one or several network sockets in most of the rooms in your home. These are linked together in the media centre. All the network sockets in the rooms should be labelled with corresponding numbers on the media centre's patchpanel. In the media centre, you use a short network cable to connect your chosen service from the CPE or the Stadsnät socket to the desired number on the patchpanel. Then you connect your device (computer, router, TV box or telephony box) to the network socket in the corresponding room.

There are different types of media centres. Just like the fuse box, the media centre belongs to your home. That means it is you yourself or the owner of the property who is responsible for it. Öresundskraft does not supply media centres. You will find information about how it works in your property binder or you can ask the owner of the property.