

Welcome to your new Internet Service Provider: Bahnhof

Your housing cooperative is connected to Bahnhof. All members have access to the internet service 100 Mbit/s. You will receive a fast and integrity marked internet service. Integrity marked means that we actively are working to protect our customers integrity and right to privacy on the internet.

(Please save this letter as it contains information about how to activate your internet service.)

Get started:

Follow these steps to activate your service:

1. Connect your computer with a network cable to the internet socket that is placed in your apartment.
2. Start your computer and open a web browser. You will automatically be redirected to our log in page: <http://dhcp.bahnhof.se> (If you are not automatically redirected you can manually write the address in the address field in your web browser.)
3. On the log in page choose the link "Jag vill registrera mig som ny kund".
4. On the next page you should fill in your personal details. The fields that are marked with a * must be filled in. If you don't have a swedish social number you can leave that field blank or write 000000-0000

Translation of the fields as they are displayed on the page:

Personnummer <Social number>

Förnamn <First name> Efternamn <Family name>

Gatuadress <Street address>

Postnr <Postal code> Postort <City>

Lägenhetsnummer <Apartment number>

Telefon hem <Phone number>

Telefon arbete <Phone number work>

Mobil <Cell phone>

Befintlig e-post <E-mail address>

5. Choose "Registrera mig som ny kund"
6. On top of the next page you will see your customer number (kundnummer) and password (kundlösenord) . Save these as you might need to use them to activate your computer later on.
7. At the bottom of the page you can see which computer that is activated. Choose "Ok, aktivera min dator"
8. Your internet service is now active. You might have to restart your computer or router.

If you wish our customer service can guide you through the activation process. You can contact them by phone: 010-510 00 00.

Opening hours: Monday to Friday: 08.00 - 19:00 Saturday to Sunday: 10:00 - 14:00

We hope you will be satisfied with your internet service and if you have any questions please contact our customer service. When in contact with customer service, please mention that you live in Svenska Studenthus i Gävle so that they can help you.

Best regards
Bahnhof AB

How to order Bahnhof telephone service
and Tv



How to order Bahnhof telephone service:

As a Bahnhof customer you have the possibility to order and use our telephone service for 0 sek/month in fixed fee. You only pay for the calls you make. When ordering the telephone service you have the possibility to keep your current phone number or choose a new one. The best way to order is on our website or by contacting our customer service. For the telephone service to work you will need a telephone adapter from Bahnhof. It cost 995 sek and can also be used as a wifi router and for the tv-service (the same Service distributor that is mentioned below)

How to order Tv:

In cooperation with the tv service provider Sappa we can offer you tv packages with channels from all over the world. You even have the possibility to choose packages from C More or Viasat.

Follow these step to place your order:

- 1.** To be able to use the tv service you need a Service distributor from Bahnhof. It cost 995 sek and can also be used as a wifi router and telephone adapter.
- 2.** Contact our customer service and tell them that you live in Svenska Studenhus Gävle and that you need a service distributor for the tv-service.
- 3.** Contact the tv service provider Sappa and place your order. You can either order on their website www.sappa.se or by phone: 0774 - 444 744.