



Basic Installation service - copper wire connection „Installation Internet + Telephone“ (one time €69,00)

- Prerequisites: use of suitable cabling into the home. Customer-specific routers are not installed, no assembly work is carried out by the technician.
- Arrival and departure flat rate for the technician.
- The technician will contact you to arrange an appointment date and time prior to the switching date.
- Delivery of the required router. The access data required for commissioning the connection will be sent to you separately in advance by post. Please keep them ready for the technician!
- Disassembly, if required, of existing and no longer needed equipment (e.g., splitter, old modem, etc.).
- Connection of the router to the 1st telephone socket (TAE-socket).
- Setup of Internet access and telephony using the individual access data provided.
- Check of the Internet connection (wired speed) using technician's equipment.
- Connection of max. 2 Telephones and basic settings for telephony in the router.
- Check of the telephony (incoming and outgoing calls) and all personal call numbers.
- In the event of any malfunction, the on-site technician will immediately contact the technical support team to troubleshoot and quickly eliminate the fault.

Basic Installation service - fiber optic connection „Installation Internet + Telephone“ (one time €69,00)

- Prerequisites: use of suitable cabling into the home. Customer-specific routers are not installed, no assembly work is carried out by the technician.
- Arrival and departure flat rate for the technician.
- The technician will contact you to arrange an appointment date and time prior to the switching date.
- Delivery of the required router. The access data required for commissioning the connection will be sent to you separately in advance by post. Please keep them ready for the technician!
- Disassembly, if required, of existing and no longer needed equipment (e.g., splitter, old modem, etc.).
- Connection of the fiber optic router to the house transfer point or fiber optic connection box (please select the connection type and cable length on your fiber optic request).
- Setup of Internet access and telephony using the individual access data provided.
- Check of the Internet connection (wired speed) using technician's equipment.
- Connection of max. 2 Telephones and basic settings for telephony in the router.
- Check of the telephony (incoming and outgoing calls) and all personal call numbers.
- In the event of any malfunction, the on-site technician will immediately contact the technical support team to troubleshoot and quickly eliminate the fault.

Please note:

- The price of the installation package of €69,00 is not to be paid to the technician. The cost will be charged in your first VEGA-net invoice.
- The wireless LAN of the router is switched on by default. If you want to use the WLAN, it is your own responsibility.
- Additional services, (for example, checking existing computer systems, setup of e-Mail addresses, in-house wiring, etc.), are not included in the installation package.
- VEGA-net GmbH does not provide any support for routers that were not obtained from VEGA-net GmbH. The router models are not specified due to the product development. If a router model is no longer available at the time of ordering, a technically equivalent replacement will be provided.

I have read and agree with the service description.

Please fill out the form legibly in block capitals!

Last Name

Street / Number

First Name

ZIP / Town

E-Mail

Telephone

Date: _____ Sign: _____