

MEDLEM I HSB



HSB – där möjligheterna bor

Brf Fjädersn 622
Diligensvägen 39-67 & 102-136
Jarlaberg, Nacka

NEWSLETTER – Extra – April 2024

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BEFORE CHANGING INTERNET PROVIDER!

As communicated in previous newsletters, we are changing Internet provider to Bahnhof from Telenor. **We have adjusted the start date with three weeks to Monday 2024-05-13.**

There are a few areas that we would like to inform about (somewhat updated based on questions):

- During the day of transition, you cannot count on your Internet to work, i.e. there will be interference.
- To get the lowest monthly cost, a router is not included, this as a large percentage of residents already have a router in the past (if we had included it, we would have had to pay approx. 10 kronor/month for five years, i.e. it is much cheaper not to include this.
- This means that residents themselves must get their own router or use a router they have already bought themselves. See the information sheet for prices. For those of you who want to order a new router from Bahnhof, make sure you do it in time for the introduction. According to Bahnhof, they ship as soon as they receive the order, but the mail still takes a few days. As the association has a group agreement, each resident does not have their own customer number specified. This means that orders must be made by telephone to customer service.



- It is possible to use a router from a different supplier than the Zyxel router that Bahnhof offers, but note that if you want fixed telephony, you must use the correct router model from Bahnhof. Also note that if you have caller identification, it costs SEK 10/month.
- Our outgoing agreement includes a router from Telenor and residents will receive a letter from Telenor when the agreement expires regarding what you will do with it. The following router models will be required in return by Telenor: Telenor Wifi Router i4882, Technicolor TG784n, Technicolor TG789vac, Technicolor TG799vac and Technicolor TC4210. If you have an older model, residents can keep it free of charge.
- For those who still use fixed telephony, it is possible to move with your current phone number. Contact Bahnhof but the lead time for this depends on your current operator. The price for landline telephony is SEK 0/month in our agreement, regardless of whether you choose a new number or choose to port your old number, however there is a one-off cost of SEK 199 for number porting. Those of you who have received different information please contact customer service again and they will correct the orders. At the same time, I would like to point out that it is important that you state which association you belong to so that customer service can get the correct information in our agreement as these prices are normally higher.
- Those who today use Telenor as a mobile operator and thus have discounts (so-called Telenor Kombo) with them will unfortunately lose this. If, however, you also have TV channels via Telenor, in addition to the association's basic package from Tele2 which is included in the rent, you still have access to that combo discount.
- For residents in apartments (Diligensvägen 39-43, 65-67, 102-104, 132-136) no access to the home is needed during the transition. The change is carried out in the association's electrical room and your network sockets for the internet work immediately after the transition. For other residents in townhouses, Bahnhof needs to enter your homes on May 13, see additional information below for those concerned.

Sincerely,

Members of the board of Brf Fjädern, Jarlaberg



ACCESS TO RESIDENCES FOR BAHNHOF ON MAY 13

Only applies to the following addresses: **Diligensvägen 45-63 and 106-130**

During the transition, Bahnhof needs to enter your homes to replace the Fiber converter (this is the box whose socket is connected to the router). If this cannot be done, the Internet connection does not work at all. It is also appreciated if you can move any furniture away so it is easy to access the fiber converter.

This means that residents must ensure that you are available at home, alternatively that your keys are left according to:

1. In the secure key mailbox located by the footpath down towards the bus stop, at the entrance to the bicycle service.
2. To the board in the meeting room at Gård 3, Sunday 12 May 20:00-20:30.
3. Direct contact Niklas Waldemar (076-001 3351) in good time before May 13.

Name tags for your keys will be distributed in good time. Return of keys to those who are not at home takes place in the clubhouse at Gård 3, Monday 13 May 20:00-20:30.