



# Hi and welcome to a world of possibilities!

Your home is connected to us, GlobalConnect. We are a communications operator for broadband services and offer you an open network where you choose the service or services that suit you best – freedom of choice at its very best! For more information about us, please visit [globalconnect.se](http://globalconnect.se).

## Internet, TV, and Telephony

Regardless of which solution you currently have for broadband, telephony, and TV, you are welcome to explore the range available in our open network.

Visit our portal at [globalconnect.se/opetnat](http://globalconnect.se/opetnat) and compare all our different service providers and their services to find the solution that best meets your needs. You may be able to get a higher speed at a lower price or a larger TV package.

## Translate the portal into English

### Google Chrome

Open the web page in Google Chrome.  
Right-click anywhere on the page.  
Select “Translate to English.”

### Microsoft Edge

Open the web page in Microsoft Edge.  
Click the translate icon in the address bar or  
Right-click anywhere on the page.  
Select “Translate to English.”

### Safari (iPhone / Mac)

Open the web page in Safari.  
Click the AA icon in the address bar.  
Select Translate to English.



## If you do not have an internet connection, you can connect directly via our portal

Connect your computer to one of the LAN ports on the service distributor using a network cable. Open a web browser and you will be taken directly to the service portal, where you can order your new broadband services.

## Support

**TV and telephony services** can be ordered but not activated via the portal, as these services require a telephone adapter and a TV box to function. Please order these services directly from your chosen provider and well in advance, as it may take 10 business days or more for the adapter and TV box to be delivered. When moving into a new home, be sure to specify your move-in date and whether you want the equipment sent to your old or new address.

### Fault Reports and Billing Questions

For questions regarding your services, such as fault reports, billing inquiries, or cancellations, please contact your chosen service provider directly. Contact details can be found on your order confirmation or invoice.

### Power Outage or Service Issues

If you experience problems with your services, for example after a power outage, you may need to restart your equipment. The easiest way to do this is to:

1. Unplug the power cables from the service distributor, wireless router, TV box, and telephone adapter.
2. Wait 10 seconds.
3. Plug the power cables back in again.

If the problems remain after restarting the equipment, report the fault directly to your service provider.

## Do you need help to find the right service?

Would you like some help finding the right service and provider? Text **BREDBAND** to **72 660** and we will call you back. You can also contact us directly at **0200-43 00 00**.

**Kind regards,**  
Global Connect