

Congratulations! You have sent Belgacom your relocation request. We hereby explain the stages between the placing of your order and the user-readiness of your new services.

Once the start date for the service activation is set, you will receive:

If you are installing your services yourself (Do-It-Yourself):

- A confirmation letter with the activation date of the service
- An SMS or call to confirm that the service has been activated (only after the activation of Belgacom TV orders)
- For I-Talk: an e-mail confirming your order and an e-mail on the actual activation day explaining how the service will be configured.

If your services are being installed by a technician:

- A confirmation letter stating the date of the technician's visit
- An SMS or call confirming the date of the technician's visit, two days before the agreed date
- A call from the technician on the day of the installation, to confirm the visit
- For I-Talk: an e-mail confirming your order and an e-mail on the activation day explaining how the service will be configured.

Details of your installation

If Belgacom needs to install the connection point (Do-It-Yourself):

A technician will visit you to ensure that the required connection is installed.

Should excavation work be required on public property (and possibly on private property) in order to bring the lead-in cable directly into your house, a splicer will come and carry out the necessary work. This person will install the connection point, so that either you or a technician can complete the remaining installation work. Belgacom tries to arrange the various appointments on the same day.

If you are installing the services yourself:

Starting on the activation date, you can start installing the equipment (cabling, splitter(s), modem, decoder) and configuring your PC yourself.

The installation pack contains all the necessary components (CD ROM, user guide, etc.). It is important that you follow the user guide carefully. You will be informed of the activation date in the confirmation letter.

In exceptional circumstances, a Belgacom employee may need to be present for technical reasons. This information can be found in the confirmation letters.

If your services are being installed by a technician:

A technician will visit you and carry out the installation as outlined below.

You will receive an SMS or call two days beforehand, to confirm the date of the technician's visit. The technician will call you on the day of the installation to confirm the visit.

What you must prepare for the installation

- You or another adult who understands your installation requirements must be present (e.g., to indicate the desired installation location of the connection point and the decoder, etc.)
- Access to technical areas (e.g., the basement, where the Belgacom lines (need to) enter the house)
- If your current lead-in cable does not reach your home, please make an existing conduit available in compliance with Belgacom's technical requirements, or create a trench until the edge of the nearest public road
- If a technician is carrying out the installation:
 - please provide him with the equipment which you have received from a point-of-sale, which you brought back from or

which was delivered by Taxipost from a Kiala point.a

- **if you have ordered Belgacom Internet:** access to all PCs (including laptops) already configured with Windows XP or Vista. Please ensure that you have the confirmation letter containing the logins and passwords at hand.
- **if you have ordered Belgacom TV:** a free SCART or HDMI port on the television and at least one free electric outlet close to your television.
- **if you have ordered I-Talk:** please ensure that you have at hand the confirmation letter containing all the information about your line.

The part of the installation carried out by Belgacom

- If your current lead-in cable does not reach the house, Belgacom will lay the cables in the existing conduit or the open trench that you have made available.
- Belgacom will install a network termination point if there is not one already.
- If ordered, Belgacom will install the equipment and services in accordance with the following options:

Installation options					
	Mono Installation	Duo Installation	Mono Installation Plus	Duo Installation Plus	Quattro Installation Plus
Number of devices installed (PCs and/or decoders) ▪ Configuration of a PC for Internet (by cable or integrated wireless card) ▪ Or installation of a decoder	1	2	1	2	4
Types of cables	standard-length cables* (3 or 12 m for Internet; 10m for Ethernet)		cables made to measure (max. 20 m)		
Cable fixtures	non-wall-mounted cables		wall-mounted cables		
▪ Technician's call-out charges ▪ Installation of splitter ▪ Modem installation and configuration ▪ Security (for wireless modems) ▪ Set-up of 1 e-mail and 1 alias on 1 PC and installation of Belgacom Genius	Included				

*If the standard length is insufficient, you must select an Installation Plus option.

Installation charges are set out on www.belgacom.be/imove

Other services offered by Belgacom for an additional charge

Optional	Explanation
Configuration of an additional TV or PC	Installation and configuration of an additional decoder or making an additional PC Internet-ready Material not included
Installing wireless TV (between modem and decoder) • for 1st Ruckus • for 2nd Ruckus	Material and installation included (sender and receiver) Installation and configuration of an additional Ruckus adaptor (receiver)
TV installation using concealed cables via household mains • for 1st Devolo • for 2nd Devolo	Material and installation included (sender and receiver) Installation and configuration of an additional Devolo adaptor (receiver)
Purchase of SCART connector Connection of existing DVD/video recorder	If no free SCART connector is available on the TV Does not include testing of existing DVD/video recorder
Purchase of WiFi USB stick	Includes material, installation and configuration
Configuration of an additional mailbox or alias	Configuration of an additional mailbox or alias
I-Talk configuration	The configuration of your I-Talk settings in your Internet modem Connecting your telephone to your modem
Extra cable	Extra meter of cable on top of the 20 m included in the Installations Plus option

What Belgacom does not do

The configuration of the SCART interface on your TV The installation of: • DVD players, home cinemas, video recorders, etc. • non-Belgacom modems • a server and a PC network • a (network) printer	Provide support for: • Operating systems other than Windows XP or Vista • Windows XP or Vista operating systems in languages other than Dutch, French, German or English • The antivirus application and the firewall on your PC • The configuration of mail systems other than that of the operating system • Cabling in false ceilings, raised floors, or on external walls; the installation of cable conduits.
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Need help? Don't hesitate to contact us!

Information about the status of your relocation order can be obtained via our toll-free telephone number. 0800 55 800 or 0800 55 900 – Monday to Friday from 8 am to 6:30 pm

Answers to most technical queries can be found on www.belgacom.be/support.

If you encounter a technical problem with your equipment (modem, decoder, etc.) either during or after the installation, please call one of the toll-free telephone numbers indicated below. Our team will first carry out a number of remote tests and then inform you of the steps you need to take.

Help during the installation of:

- Belgacom TV 0800 55 22 8 – Monday to Friday from 9 am to 10 pm and Saturday from 9 am to 6 pm
- Belgacom Internet 0800 55 22 8 – Monday to Friday from 9 am to 8 pm and Saturday from 9 am to 5 pm
- Belgacom I-Talk 0800 55 228 – Monday to Friday from 9 am to 10 pm and Saturday from 9 am to 6 pm

Help following the installation of:

- Belgacom TV 0800 55 312 – Monday to Friday from 8 am to 10 pm
- Belgacom Internet 0800 55 312 – Monday to Friday from 7 am to 10 pm and Saturday and Sunday from 8 am to 10 pm
- Belgacom I-Talk 078 150036 – Monday to Sunday from 8 am to 10 pm
- PSTN/ISDN 0800 55 700 – 24 hours a day

Information

To find out more about the latest innovations and numerous advantages:

Belgacom Internet

- Visit www.belgacom.be/internetadvantages

Belgacom TV

- Visit www.belgacomtv.be and sign up for our newsletter (select “My profile”)
- You can find out about all the technical innovations on Belgacom TV's information channel. The blue button on your remote control gives you access to the promotional channel “Zoom” (providing weekly updates) and also to the “On demand” catalog.

Belgacom I-Talk

- Visit www.belgacom.be/i-talk