

## NEW MEDIAPACKAGE

An answer to the most frequently asked questions about the Ziggo's internet and television package

All the Vestide living spaces have their own connection to Ziggo television and internet. So do you!

**Quickly to your question:**

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### What is in the mediapackage?

Your own connection to Ziggo's internet and television and the service of ittdesk, costs € 16,85 a month. These costs are collected together with your rent and are included in the service costs in your contract.

## INTERNET

### How fast is my internet?

A maximum download speed of 100 Mbps (for CIA locations) and 60 Mbps (for FP locations). The minimal guaranteed internet speed is 25 Mbps for both locations. Gaming and downloading is no problem! Of course good equipment also helps with a steady and speedy connection. So a good laptop, smartphone and tablet, but also a fast router and a new network card make your connection extra fast.

### Can I use WIFI?

If you live on a FiberPower location you have a modem with router function, so you can set your own Wi-Fi. If you live in a location with CIA, you have an ethernet connection in the wall on which you connect your own router. What is a suitable router, contact ittdesk to see which one are suitable for your connection. A new router will cost you around 30 to 60 euros.. Note: access points, switches and ADSL routers do not work.



## Can I get a faster internet connection with Ziggo?

No, Ziggo cannot conclude faster internet subscriptions with individual tenants.

## Can we share an internet connection with multiple residents?

No, unfortunately that is not allowed. Ziggo is allowed to close your connection if you do.

## Can I connect an Xbox or Playstation?

Yes, that's possible. In a number of living spaces in small buildings you can connect your Xbox or Playstation to your modem. You can do that with cables or wirelessly. But in most living spaces you need a router. You buy that yourself, so you choose a connection with cables or wirelessly.

## Do I get a fixed IP address?

You get an external IP address. You cannot claim or secure this IP number in your devices. But as long as you leave your devices on, your IP number will remain in your devices.

## Is there a mail server available?

No, there is not. Of course you can simply use the webmail services of, for example, Google and Microsoft.

## TELEVISION

### Which TV channels do I get?

You will get the standard Ziggo channel-package:

[www.ziggo.nl/televisie/zenderoverzicht](http://www.ziggo.nl/televisie/zenderoverzicht).

### Can I also choose additional channels?

Yes, that is possible almost everywhere. The only exceptions are Aurora and Pisanostraat 298-372 and Pisanostraat 546-776. There is an order form on the website of ittdesk. For the extra package you will receive the invoice directly from Ziggo, this will not be charged by Vestide.

### Do I get the channels in digital quality?

You receive NPO 1, NPO 2 and NPO 3 in HD quality. If your TV has a DVB-C receiver, you can receive all channels in digital quality. You can read how to set it up here:

<https://www.ziggo.nl/klantenservice/televisie-radio/digitale-tv/kijken-zonder-kastje/>.

Without that receiver you get the channels in analogue quality. Also fine, of course!

### How do I connect my television to the signal?

You do that with a coaxial cable. The connection for this is in your living room. Choose a good coax cable with the Kabel Keur logo. This logo indicates that the cables are certainly suitable for Ziggo. You can get these cables at the Mediamarkt or at Handyman in Woensel.

If you cannot find channels, your television may need to search for digital channels first. Of course you can also watch analogue TV. In the manual of your television you can find how to set up the channels. Lost the manual? You can find all the information you need on the webpage of your device.



## Do I need a digital receiver?

This is not necessary with a modern television. You only need to set up your receiver properly. If you have such an old, large and heavy television or a television without DVB-C receiver, then you need a decoder that is suitable for Ziggo. You can find them on the Ziggo website, but also on Marktplaats as second-hand options.

If my parents have a Ziggo package with additional channels, can I view them in my living room via channel number 5555?

No. You may not use smart cards or decoders. You also receive no support or warranty from ittdesk.

## SERVICE

### Who can I contact with questions?

Ask all your questions to Ziggo via [www.ittdesk.nl/vestide](http://www.ittdesk.nl/vestide) or call 085-0140433.

Of course you can also contact us with all your questions about the media package. Send an e-mail to [media@vestide.nl](mailto:media@vestide.nl) or call 040-297 9380

### Are the Videma-rights been paid?

Yes, these have been paid.

## PRIVACY

### Does Ziggo care for my privacy?

Yes, do not worry about this. You can read all about it in the Consumer Privacy Policy: [www.ziggo.nl/zakelijk/klantenservice](http://www.ziggo.nl/zakelijk/klantenservice)

If you are living in a CIA location then ittdesk has its own statement:

<https://www.ittdesk.nl/big-brother-is-watching-you/>

### Ziggo has a 'fair use policy', what does that mean?

With the fair use policy, Ziggo prevents a small number of users from using the total bandwidth. If Ziggo detects large consumption or abuse by you, you will receive a warning twice. Then it's smart to adjust your consumption, because Ziggo limits your bandwidth if you do not change this yourself.

According to Ziggo, large consumption is: data traffic of more than ten times the average, measured over a month. Misuse of their policy according to Ziggo is: commercial action, spam, sharing your internet connection and offering professional services. You are also not allowed to do any modifications and assembly to the network yourself or to destroy it.

