

### Order online in 6 short steps.



Secure your access to cable television and order your cable connection online. It's extremely easy with us and you can't go wrong with our special online shop!

Go to our website at www.synvia.de/ kabelshop. This will take you to our online shop. Please note the following information before you start ordering:

What you need:

- A spare 5 minutes
- · Your email address
- Your contact details
- Your bank details (IBAN)

Are you also interested in internet or telephone services from SYNVIA media? You can place an order for internet or telephone services directly here or enter the following address in your browser: "webshop.synvia.de"

Aktuellen Stand sichern und später fortfahren? Falls Sie Ihre Bestellung zu einem späteren Zeitpunkt weiterführen möchten, kein Problem. Wir senden Ihnen einen Link zum aktuellen Stand: Ihre E-Mail Adresse test@web.de test@web.de 🗸 Ich bin mit der verschlüsselten Speicherung meiner Daten zum späteren Fortsetzen der Bestellung einverstanden. Hier Datenschutzerklärung einsehen. **NEIN, JETZT WEITER BESTELLEN** JA, GERNE SPÄTER FORTSETZEN

Once you start an order, you can also save it and finish it at a later date. If there is no activity for a few minutes during your order, you may see the following message: "Aktuellen Stand sichern und später fortfahren?" (1).

If you would like to continue and finalise your order now, click on the "NEIN, JETZT WEITER BESTELLEN" button (2).

If you wish to continue your order at a later date, enter your email address in the box marked "Ihre E-Mail-Adresse" (3).

Enter your email address again in box (4) below this. Please click on box (5) if you would like to continue the order later.

Finally, click on the green "JA, GERNE SPÄTER FORTSETZEN" button (6).



### Step 1 – "Verfügbarkeit" – We need your address



Enter your postcode in the first box (1) your town or city (2) will be added automatically.

Click on "Straße" (3) and a list will appear. Select your street here.

In the "Nr." box (4), select your house number from the list. Then click on the green "WEITER" button (5).

In the navigation area (6), you can see where you are in the order process.



### Step 2 - "Ihre Produkte" - Television

In this step in the order process, select the product "Kabelanschluss SYNVIA media (1). The cable connection has a contract term of 12 months and can be cancelled monthly thereafter.

On the right-hand side you will see your shopping basket (2). Your address is at the top (3). If this is not correct, click on "Adresse ändern" (4).

You will then be taken back to the beginning

of the order where you can change your address.

In the area below (5), you will see your selected product and the costs involved. "Monatliche Kosten" (6) are the costs for the cable connection that are incurred monthly.

"Einmalige Kosten" (7) are non-recurring costs.

To continue with the order, click on the green "WEITER" button (8).

## Even if you book

in our online shop hefore 01 07 2024 you will only be charged for the cable connection from 01.07.2024.

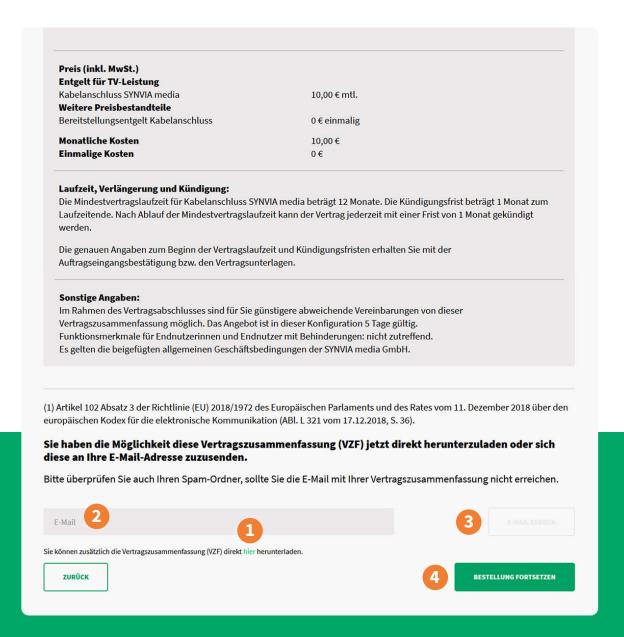




# Step 3 – "Vertragszusammenfassung" – Contract information required by law



The contract summary contains the main elements of this service offer, as required by EU law. This page is for your information only.



Scroll to the bottom of the page. You have the option to download this document as a PDF file by clicking "hier" (1).

If you enter your email address in the "Email" box (2), you can also have the

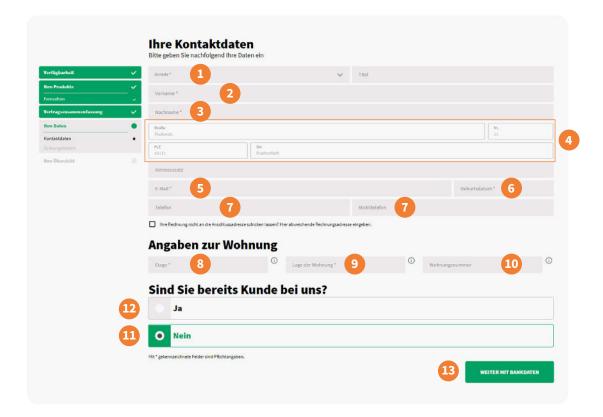
document sent to you by email. Click on the "E-MAIL SENDEN" button (3) to do this.

Please click on the green "BESTELLUNG FORTSETZEN" **(4)** button to continue with the order.



# Step 4 – "Kontaktdaten" – Please enter your contact details





Enter your title in the first box (1) "Anrede": "Herr" = Mr, "Frau" = Ms "Vorname" (2) is for your first name, "Nachname" (3) for your last name. The address box (4) will appear automatically based on the information that you entered at the beginning. Please enter your email address in the "Email" box (5). Enter your date of birth in the "Geburtsdatum" box (6). You can enter your telephone number in the "Telefon" or "Mobiltelefon" box (7) so that our customer service team can contact you more quickly to deal with any questions you have.

Our technical service team requires some information about where you live. Please enter the floor you live on in the "Etage" box (8). Example: "EG" stands for ground floor. First floor is "1. OG", second floor "2. OG" and so on. Box (9) "Lage der Wohnung": Please indicate where your flat is located on the floor. Information such as "rechts" (on the right), "Mitte" (in the middle) or "links" (on the left) is helpful to us. Please indicate the location as if you were standing outside the building facing the entrance.

If you know your flat number, you can enter it in the "Wohnungsnummer" box (10). If you are not yet a SYNVIA media customer, select box (11) "Nein". If you are already a customer, select "Ja" (12) and enter your SYNVIA media customer number in the box below. You can find this on your SYNVIA media invoice, for example.

Once you have filled in all the relevant boxes, the "WEITER MIT BANKDATEN" button (13) is displayed in green. This will take you to the next step.

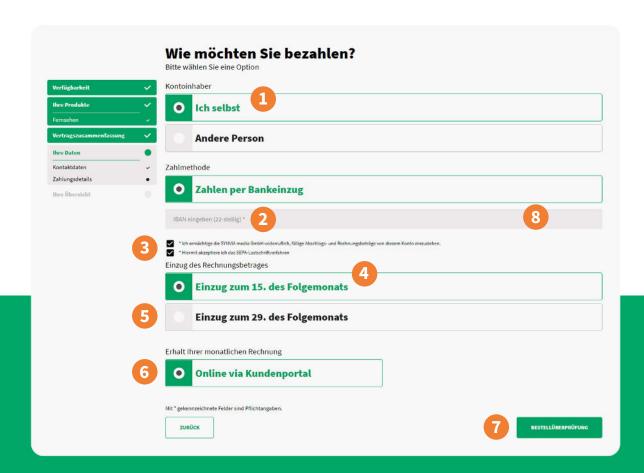


### Step 5 - "Zahlungsdetails" -Payment details and your bank details



We debit your monthly payment from a bank account. You can enter your own account (Step A) or the account of your spouse/partner (Step B).

#### A) Your own account



Please select "Ich selbst" (1). Enter your IBAN in the "IBAN eingeben (22-stellig)" box (2). Please confirm both checkboxes (3) so that SYNVIA media can collect the payment from your account.

The box "Einzug zum 15. des Folgemonats" (4) is selected by default. SYNVIA media will then always debit the invoice amount from your account in the middle of the following month. If you want the amount to be debited at the end of the following

month, please tick box (5).

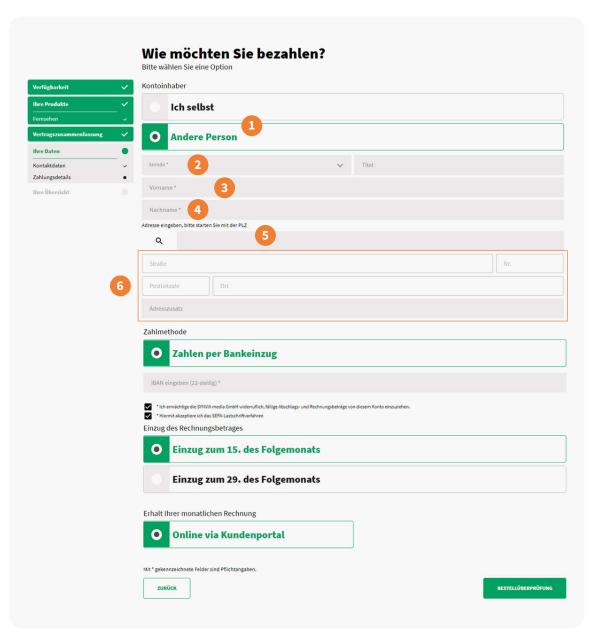
(6) You will always be sent the invoice digitally via the SYNVIA media customer portal. SYNVIA media will automatically send you details for accessing the customer portal once the contract has been concluded.

Please click on the green "BESTELLÜBER-PRÜFUNG" button (7). This takes you to the final step.



## B) If the account does not belong to you





If the account holder is not you, select the box marked "Andere Person" (1).

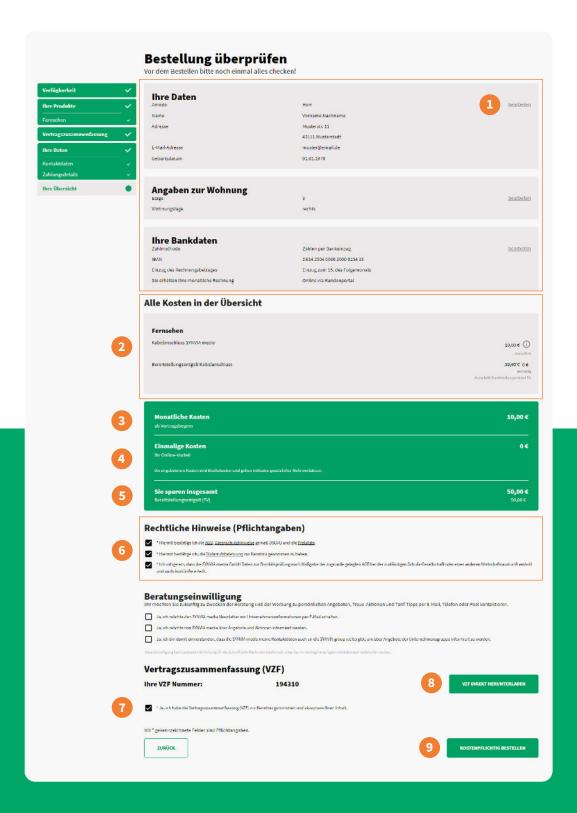
Additional boxes will then appear. Enter the title of the account holder in box (2) "Anrede" ("Herr" = Mr, "Frau" = Ms). "Vorname" (3) is for the first name of the account holder, "Nachname" (4) is for their last name.

Please enter the account holder's address in box (5). Start with the postcode of their address Enter this and confirm with the Enter key on your keyboard. Now enter the street and house number and confirm with the Enter key. Once the address has been entered correctly, it is displayed in box (6).



### Step 6 – "Ihre Übersicht" – Please check the information you have provided





In area (1) you will see the data you have entered. Please check it again.

All costs are listed in section (2) "Alle Kosten in der Übersicht".

(3) "Monatliche Kosten" are the costs for the cable connection incurred on a monthly basis. "Einmalige Kosten" (4) are non-recurring costs.



Box (5) "Sie sparen insgesamt" shows how much you have saved on your order today.



Please tick the three checkboxes in the "Rechtliche Hinweise (Pflichtangaben)" section (6). These are legal notices required by law.

You confirm that you have taken note of the General Terms and Conditions, privacy policy and cancellation policy.

You can also read the information by clicking on the words that are underlined. Please tick the checkbox (7) in the "Vertragszusammenfassung (VZF)" area.

This confirms that you have taken note of the contract summary required by law, which was provided to you previously in Step 3.

You can also download the contract summary again by clicking on the "VZF DIREKT HERUNTERLADEN" button (8).

Finally, the "KOSTENPFLICHTIG BESTELLEN" button (9) turns green. Clicking on this places your order for your cable connection.



Once the order has been successfully submitted, a page with the heading "Vielen Dank für Ihre Bestellung" (1) appears. Your order is now complete. Your order will now be checked by SYNVIA media. You will then receive an email with your order sent to your specified email address. In a few days, you will receive an order confirmation by post at the address you have provided.

Thank you for your order. We look forward to continuing to provide your cable television!