

GENERAL INFO

WHAT IS HSBB?

HSBB stands for 'High Speed BroadBand', which is usually delivered over Optical Fibre directly to your home or via a street cabinet and copper cable to your home or business premise. Optical Fibre will eventually replace the old infrastructure, such as telephone wires and other copper cables. This is due to advances in technology that provides a much higher bandwidth carrying capacity and improved reliability.

HOW WILL HSBB BENEFIT YOU?

- Shorter download and upload times for quicker back-up or sharing with others.
- Faster internet experience including streaming high-definition video.
- Enhanced service offerings such as video conferencing and other high definition content services.
- More reliable and stable service.

SUBSCRIPTION AND BILLING

WHO CAN SUBSCRIBE TO THIS SERVICE?

Anyone who resides in locations that are HSBB network ready

WHERE ARE THE LOCATIONS THAT ARE HSBB NETWORK READY?

HSBB major zones are : Gadong, Madang, Berakas, Central Subok and Kg Panaga National Housing Scheme. (Availability of HSBB connection will be subjected to a survey to confirm fibre connection). Please visit TelBru website at www.telbru.com.bn/ftth for more updates.

HOW CAN I SUBSCRIBE TO THIS SERVICE?

Customers residing in the above mentioned areas (subjected to survey after application) can subscribe through:

- Any TelBru counters
- TelBru website – www.telbru.com.bn/ftth (subjected to location survey by TelBru technical team)

Do I have to pay an upfront fee if I want to subscribe to HSBB?

For new application, you will need to pay:

ONT (Modem) - \$100.00

Registration fee - \$50.00

One month advance rental depending on the package plan

CAN I MAINTAIN OR APPLY FOR SPLIT BILLING?

Split billing is not possible with HSBB because we are doing single billing now.

CAN I STILL SUBSCRIBE TO ANY OF TELBRU OFFERED VALUE ADDED SERVICES & E-PRODUCTS BY USING HSBB SERVICE?

Yes, you can still enjoy other services with HSBB. You will need to fill in a form to subscribe to TelBru Value Added Services.

HOW LONG IS THE CONTRACT PERIOD?

The contract period is a minimum of 12 months (1 year).

WHAT IF I MOVE HOMES WITHIN MY CONTRACT PERIOD?

If the location you are moving to is HSBB ready, then you will be charged with a relocation fee.

WHAT WILL HAPPEN IF I TERMINATE HSBB WHILE I AM STILL TIED TO THE CONTRACT? IS THE DEPOSIT REFUNDABLE?

You will have to pay for the outstanding bill balance from the contract and your ONT (modem) will be returned to TelBru. All deposits will be refundable, provided there is no outstanding bill.

HOW DO I KNOW IF MY APPLICATION IS ACCEPTED?

If you have applied for HSBB through online or at Kadai TelBru, our call agents will call you to update the status of your application.

IF MY HSBB IS DISCONNECTED/TERMINATED, WILL IT AFFECT MY VOICE SERVICES TOO?

Yes, all services will be affected.

MONTHLY CHARGES

RESIDENTIAL PLANS			CORPORATE PLANS		
BANDWIDTH	MONTHLY CHARGES	EMAIL ACCOUNTS	BANDWIDTH	MONTHLY CHARGES	EMAIL ACCOUNTS
Up to 5Mbps	\$105.00	4	Up to 5Mbps	\$125.00	5
Up to 10Mbps	\$165.00	4	Up to 15Mbps	\$265.00	5
Up to 20Mbps	\$325.00	5	Up to 35Mbps	\$565.00	6
Up to 30Mbps	\$465.00	5	Up to 55Mbps	\$855.00	6
FIXED LINE RENTAL			\$13.00		

ONE TIME CHARGE

ITEM	CHARGES
Fixed Line Deposit	\$50.00 (Yellow & Red I.C) / \$100.00 (Green I.C)
Fixed Line Installation	\$50.00
HSBB Registration	\$50.00
HSBB Modem	\$100.00

INSTALLATION

WILL YOU NEED TO ENTER MY HOUSE DURING INSTALLATION?

Yes, our team will have to enter your premise and house. But prior to the installation, our call agents will set up an appointment with you. Then, our technician will arrive at the appointed time and identify himself upon arrival at your premise with a TelBru ID card.

WILL THEY BE CHANNELING MY WALLS OR COMPOUND?

Yes, there may be a possibility to do so in order to provide the service. TelBru will reinstate as best as possible. Our HSBB team will make sure that you are briefed before any work is done. A consent form will require your signature upon agreement, followed by signing an acceptance form to confirm that you are satisfied with the completed work.

WILL THERE BE ANY DRILLING INVOLVED?

Drilling will depend on the structure of your premise. There will be potential drilling to connect the HSBB service to your premise. Our HSBB team will advise you if drilling is required and you will need to agree on the drilling location.

WILL THERE BE ANY OTHER EXTRA CHARGES FOR THE INSTALLATION?

TelBru will cover the internal wiring from point of entry into the house to the modem (maximum 15m). In instances where extra wiring is needed, extra cost will be borne by the customer. TelBru can recommend approved contractors to do the additional cabling or extension work.

IF I AM NOT ABLE TO MAKE IT TO THE APPOINTMENT, WILL I BE ABLE TO RESCHEDULE?

Yes. However, it is advised that you keep to the prior appointment or inform us early if you intend to cancel an appointment.

HOW LONG IS THE INSTALLATION PROCESS?

Installation process will normally be completed within one (1) day.

HOW LONG WILL IT TAKE FOR THE MODEM TO BE ACTIVATED AND READY FOR USAGE AFTER INSTALLATION?

After installation process is complete, the modem (ONT) will be immediately activated and ready for use.

TECHNICAL

HOW CAN I CHECK MY BANDWIDTH?

You can visit <http://www.telbru.com.bn> and click "Speedometer" under Support.

WHAT EQUIPMENT WILL I RECEIVE AND WHEN?

You will receive a new ONT Optical Modem which will be installed on the day of installation.

WHAT WILL HAPPEN TO MY EXISTING ESPEED MODEM WHEN I MOVE TO HSBB SERVICE?

The current e-speed modem will be replaced with the new HSBB ONT Optical Modem. If the e-speed modem is used less than one (1) year, the modem will be returned to TelBru, otherwise you can keep the modem.

WHAT IS THE NEW ONT USED BY HSBB?

Depending on your current set up on service plan, TelBru will install a one port ONT Optical Modem if you are on voice only. If you are a new customer or if you have a three in one modem on e-speed, TelBru will install the HSBB ONT Optical Modem with built in wireless, 4 LAN ports for Internet and 2 RJ11 Ports for telephone. HSBB modem will need to be kept switched on to enable customer to use both the phone line and internet.

WILL I NEED TO UPGRADE MY PC OR OTHER EQUIPMENT TO RECEIVE HSBB SERVICES?

No upgrade or additional equipment will be required but to enjoy the maximum benefit from the new technology, your PC should comply as a minimum to the spec below.

For Windows OS Computer	For Mac OS Computer
At least Pentium 3 and Above	Power PC or Intel Macintosh
Minimum of 512MB RAM	Minimum of 512MB RAM
Windows 2000 and above	MAC OS X Version 10.2.4 and above
Ethernet Port	Ethernet Port

WHAT IS THE WIFI COVERAGE IN TERMS OF DISTANCE?

The WiFi coverage depends on the wall thickness between rooms, other WiFi and interference systems in the house. But in general, for an average sized house it will cover most of the rooms in the house.

DOES RAIN AFFECT THE HSBB TRANSIT SIGNAL?

No, it does not.

CAN THIS SERVICE SUPPORT FAX?

Yes, HSBB can support fax service.

DEVICE WARRANTY

WHAT IS THE WARRANTY PERIOD FOR THE MODEM (ONT)/TELEPHONE?

One (1) year.

WHAT IF THE MODEM (ONT) IS FAULTY WITHIN THE WARRANTY PERIOD? WHAT SHOULD I DO?

If the modem is faulty within the warranty period, please report to our Customer Care at 111 and request for it to be checked. The replacement ONT Optical Modem can be changed or purchased (the price will depend on the type of ONT Optical Modem). The warranty only covers manufacturer's defects.

WHAT IF IT GOES FAULTY AFTER 1 YEAR?

If the modem is faulty after 1 year, you can purchase a replacement from TelBru.

PACKAGE UPGRADE/DOWNGRADE

I AM INTERESTED TO UPGRADE/DOWNGRADE MY HSBB SUBSCRIPTION. WHERE CAN I GO TO SUBSCRIBE?

You can visit any of our nearest Kadai TelBru. Upgrades will be free. For plan downgrades, a charge of \$50.00 applies.

IF I UPGRADE/DOWNGRADE MY SERVICE, WILL MY DEVICE ALSO CHANGE?

No, the device will still be the same.

IF I ALREADY HAVE AN EBILL ACCOUNT FROM MY OLD ESPEED/TELEPHONE SERVICES, DO I NEED TO CREATE ANOTHER ACCOUNT FOR MY HSBB?

No, you can still use the same account for HSBB.

VOICE SERVICE

IF I HAVE OTHER BRAND'S CORDLESS PHONE WHICH SUPPORTS VOICE CALLS, CAN I USE IT AS AN EXTENSION?

Yes, you can use other brand's cordless phone, provided that it is approved by AITI.

CAN I HAVE MORE THAN ONE (1) LINE?

Yes.

TelBru can only guarantee the subscribed speed to each customer within the TelBru Network. No such guarantee can be given if the ISP (Internet service Provider) accessed by the customer is outside the TelBru Network and/or outside Brunei.