

This information sheet is designed for you to understand the application process for HSBB service and important information.

Please note that Fibre-to-the-home (FTTH) is referring to fibre technology on telecommunication infrastructure whereas High-speed Broadband (HSBB) is referring to our product on broadband services on FTTH.

HOW DO I SUBSCRIBE TO THIS SERVICE?

Customers who live in FTTH ready areas, which are subjected to survey after application, can subscribe through:

- 1) Kadai TelBru
- 2) TelBru website – www.telbru.com.bn/ftth: subject to location survey, call agents will call customers for appointment

MUST I DO ANOTHER REGISTRATION IN ORDER TO CHANGE MY SERVICE TO HSBB?

Yes, you will need to fill in the High Speed Broadband Application form. You may obtain the form at: <https://www.telbru.com.bn/forms.php> or any Kadai Telbru.

DO I NEED TO PAY ANY FEE?

If you are an existing e-speed customer, you do not have to pay any fees. Your modem will be replaced with a new ONT modem as you change your plan from e-speed to HSBB.

However, if you are a new HSBB customer to TelBru, then you will need to pay \$50.00 for the registration fee and additional \$100.00 for the ONT Modem. The one month rental fee depends on the package plan.

DO I NEED TO BRING ANY IMPORTANT DOCUMENT DURING THE APPLICATION?

For Residential plan, you must bring a copy of your identity card. For Business plan, you must bring a copy of your identity card and also 16/17 Business Certificate.

HOW DO I KNOW IF MY AREA IS FTTH READY FOR HSBB?

You may refer to our website to check whether your location is ready at www.telbru.com.bn/ftth or ask us at e-care on our website.

WHAT WILL HAPPEN IF I WANT TO MOVE MY CURRENT HSBB SERVICE TO A DIFFERENT HOUSE/PREMISE?

Relocation cost (\$25.00) will be incurred to you and you will need to go to Kadai TelBru to do the relocation process. However, the speed and bandwidth of your HSBB service at your new location will be subject to survey. If your new area is not FTTH ready, you may have to downgrade your HSBB service to e-speed as your area is still on Copper Infrastructure. Also, if your new area requires a bigger bandwidth to support your internet connection, you may have to upgrade your service depending upon recommendation by TelBru.

WHY DO I NEED TO MOVE FROM E-SPEED TO HSBB?

HSBB (High Speed Broadband) is delivered over Optical Fibre. The Optical Fibre will eventually replace most of the outdated copper infrastructure (such as telephone wires and coaxial cable) because optical fibre has a much higher bandwidth carrying capacity and is more reliable. For locations which are FTTH ready, all existing e-speed and fixed lines customers will be migrated to HSBB and Telephony services.

WHAT WILL HAPPEN TO MY SERVICE IF THE POWER IS DOWN?

When the power is down, your service will be disrupted. We do however, highly recommend to attach either an Uninterruptible Power Supply (UPS) or a Battery Back-up Unit (BBU) to your ONT as a backup power supply. Both UPS and BBU can be bought from most computer shops. However, not all models of the ONT modem have the BBU port.

WHAT IS THE RECOMMENDED BANDWIDTH FOR US TO ENJOY BETTER CONNECTION?

Recommended minimum speed for customers to enjoy better internet connection is 3.5MBPS and above. Please note that this is again subjected to the factors below.

WHAT ARE THE FACTORS AFFECTING MY HSBB INTERNET CONNECTION?

- 1) The number of users
- 2) The size of files you are downloading
- 3) The sites you are accessing
- 4) Internet Usage Patterns
- 5) PC (Software/Hardware)
- 6) Quality of internal wiring in the home/premise

WHAT ARE THE BENEFITS OF HSBB SERVICE?

The benefits of HSBB service are:

HSBB offers more bandwidth signal over long distances than e-speed. Although e-speed also support higher bandwidth but it is limited. For e-speed, the longer the distance the signal travels on copper, the lower the bandwidth which means you will experience slow internet connection. However, for HSBB, the longer the distance the signal travels on Fibre, the higher the bandwidth, which provides faster connection experience especially when accessing internal/local contents sites (for example, any websites that end with .BN). Therefore, HSBB is more flexible but it is advisable that you subscribe to at least 3.5MBPS and above to experience:

- 1) Faster file download and upload for quicker back-up or sharing with others.
- 2) Faster internet experience including streaming high-definition videos.
- 3) Improved business services such as video conferencing and other high definition contents.

However, please be informed that if you share your service with other PCs, laptops or handheld devices such as smartphones, the bandwidth will be shared between all the connected devices.