

FREQUENTLY ASKED QUESTIONS

GENERAL PRODUCT

1) What is GO!broadband ©?

GO!broadband © Plan is DSTCom's mobile broadband service providing DSTCom's customers with high speed internet access to the world – wide web. It is based on DSTCom's 3G HSDPA network and value added services, a download speed of up to 7.2Mbps . You can either subscribe to our Postpaid or Prepaid services.

2) What is the difference between 3G Mobile service and GO!broadband ©?

The 3G Mobile service offers all services such as Voice and Video calls, SMS, MMS and value added services as well as data access. Whereas GO!broadband © offers Data access only.

3) What services are included in GO!broadband©?

When you subscribed to any of the broadband packages, you will be allowed to access to data services only, via your handset or any other devices at anytime and anywhere as long as you are within DSTCom's 3G network coverage and your handset or devices is 3G capable. Access to data service will enable you to access the internet.

4) Can I have voice services on my GO!broadband© service?

When you subscribed to our GO!broadband© service, you will only have data access. But when you subscribed with a Ericsson W25 Wireless Router, you will be able to make or receive voice calls and also use our data service (refer to Section A)

5) How do I use GO!broadband© service?

You will need to subscribe to either our postpaid or prepaid GO!broadband© service. The SIM card issued can with any compatible 3G device such as modem and router.

SECTION A

Postpaid GO!broadband©

1) What are the plans offered under the GO!broadband© plan?

There are various types of packages offered for individual customers, corporate and student either on service subscription only or bundled with equipment (contract)

Individual and Corporate

PACKAGE	GO! BASIC	GO! UNLIMITED
Monthly Rental	\$38	\$78
Free Data Usage (local only)	2 GB	Unlimited
Capped Price	\$88	NIL

Student

PLAN	GO! BASIC	GO! UNLIMITED
Monthly Rental	\$28	\$58
Free Data Usage (local only)	2 GB	Unlimited
Capped Price	\$68	NIL

2) If I subscribe the GO!broadband© plan with a Wireless Router, what is included in the plan?

For Broadband plan subscription with a Ericsson W25 Router, you will be given:-

	GO! Basic	GO! Unlimited
*FREE Mobile number	1 Prima Mobile number	
FREE Outgoing Voice Calls (DST-DST & DST-TelBru)	100 mins	200 mins

FREE Incoming Voice Calls	DST-DST Only
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- 3) What is the benefit of using a broadband SIM card with a Wireless Router offered by DSTCom?

With the Wireless Router, you can connect a landline phone to the Wireless router to enjoy free minutes outgoing call), at the same time, the Router provides connections up to 4 other computers with direct cables and multiple laptops with WIFI.

Section A.1 GO!Student Plan

- 1) What is GO!Student Plan?

GO!Student is an additional plan to our GO!broadband© plans especially catered for students residing in Brunei Darussalam, intended to help and assist them in their studies.

- 2) Who can register?

Registration is open to all valid students from primary level to university level. Students will have to produce proof of attending school at time of registration example student card, library card, school fees receipt, report book, etc. For those under 18 years old will have to register under their parent's or guardian's name.

- 3) What are the plans offered under the GO!Student Plan?

PLAN	GO!Student Basic	GO!Student Unlimited
Monthly Rental	\$28	\$58
Free Data Usage	2GB	Unlimited
Charge after free usage	\$0.20/MB	Nil
Free	1 Simpura Email Account	1 Simpura Email Account & Simpura Email Alert
Capped Price	\$68	Nil

DSTCom offers two types of plan:

- 4) Can I register GO!Student as supplementary plan if I am already subscribing to Main GO!broadband plan or 3.5G Prima Mobile plan?

No, you cannot subscribe as supplementary plan.

- 5) Is the plan bundled with any equipment?

No, there is no equipment bundled with the plan but you have the option to purchase a modem at a discounted price.

- 6) Can I purchase the equipment only without subscribing to the GO!Student plan?

You will have to subscribe to GO!Student Plan in order to purchase the modem at the student discount price, otherwise you can only purchase the modem at the normal price.

- 7) Can I purchase the router under the GO!Student Plan?

Yes, you can purchase the router at normal selling price. The SIM card can be used in a router; however, you will not be able to make or receive voice calls.

- 8) How many plans can I subscribe under GO!Student?

Each student is entitled to only one (1) GO!Student subscription plan.

- 9) Can I upgrade my plan from GO!Student Basic \$28 to GO!Student Unlimited\$58?

Yes, you can, simply go to DSTCom counter to upgrade.

10) If I subscribe the GO!Student plan this month, can I purchase the equipment at a discount at a later date?

Yes, within 3 months of the date of registration while stock last.

11) What happens to my subscription plan when I am no longer a student? Will the rental be the same?

Yes, however, DST management reserves the right to change the pricing when necessary without prior notice

12) Is there an age limit if I want to subscribe to GO!Student?

No, there is no age limit. We only require proof (e.g. student pass/library card) that you are currently studying.

13) How do I register if I do not have an identification card (I.C.)?

For students below 18, the registration will be under the parent's or guardian's name. For student 18 years old and above, they can register under their own name, however guarantor will be required for a full – time student.

14) How much do I have to pay initially?

The registration will include 1st month rental fee, annual license fee and deposit. The

PLAN	GO!Student Basic		GO!Student Unlimited	
Monthly Rental	\$28		\$58	
Annual License Fee	\$25		\$25	
Deposit	\$50	\$100	\$50	\$100
TOTAL	\$103	\$153	\$133	\$183
OPTIONAL (PURCHASE OF EQUIPMENT)				
USB Modem (GO!Student discount)	\$150			

deposit will depend on the type of account category, Employed Local = \$50, and Foreigner = \$100.

Section A.2 Postpaid GO!broadband© with Contract

1) What are the GO!broadband© Contract plans being offered?

The contract plans offered are:

a. Plan with Equipment

i. Plan with Modem

	GO!Basic			GO!Unlimited	
	Monthly	12 Months	24 Months	Monthly	12 Months
Rental	\$38	\$456	\$912	\$78	\$936
Annual License Fee	\$25	\$25	\$25	\$25	\$25
*Deposit	\$50	\$50	\$50	\$50	\$50
Total Registration	\$113	\$531	\$987	\$153	\$1,011
Cost of Modem	\$300	\$300	\$300	\$300	\$300
Discount	\$0	\$100	\$300	\$0	\$300
Total 1 st Payment**	\$413	\$731	\$987	\$453	\$1,011

*The deposit paid is based on account type for example Employed Local \$50 and Foreigner \$100

** Upfront payment is required when you register for Contract Plan.

ii. Plan with Router

	GO!Basic			GO!Unlimited		
	Monthly	12 Months	24 Months	Monthly	12 Months	24 Months
Rental	\$38	\$456	\$912	\$78	\$936	\$1,872
Annual License Fee	\$25	\$25	\$25	\$25	\$25	\$25
*Deposit	\$50	\$50	\$50	\$50	\$50	\$50
Total Registration	\$113	\$531	\$987	\$153	\$1,011	\$1,947
Cost of Router	\$600	\$600	\$600	\$600	\$600	\$600
Discount	\$0	\$100	\$300	\$0	\$300	\$600
Total 1 st Payment**	\$713	\$1,031	\$1,287	\$753	\$1,311	\$1,947

*The deposit paid is based on account type for example Employed Local \$50 and Foreigner \$100

** Upfront payment is required when you register for Contract Plan.

- 2) What are the terms and conditions of subscription for the GO!broadband© Contract plans?

For the terms and conditions, please refer to DST website at www.dst-group.com

- 3) I have subscribed to GO!Basic Main plan or Supplementary plan with contract for 48 months, how much is my bill capped?

For GO!Basic plan, your bill will be capped at \$88.00 less the advance rental subscription \$38. Thus your usage capped is \$50.00

Section A.3 Supplementary Plans for GO!broadband©

- 1) How does Supplementary plan work?

The Main Plan subscriber can subscribe up to (4) four supplementary broadband plans. The supplementary broadband plans can be a combination of either monthly plan or

contract plan (modem or router) or contract package plan (laptop and modem). Only (1) router package is allowed with any combination of the supplementary plans.

- 2) I am an existing 3G Prima Mobile Plan subscriber, can I subscribe for the Postpaid GO! broadband© Plan?

Yes, you can subscribe as a supplementary broadband plan.

- 3) Are there any discounts when I subscribe to supplementary broadband plans?

As a Prima subscriber, you will enjoy discount for supplementary GO!Basic \$3.00 and for GO!Unlimited \$5.00 discount monthly.

- 4) If I have an existing supplementary GO!broadband© plan, can I terminate my main plan (3G Prima Mobile / GO!broadband© and retain the existing supplementary plan?

When you terminate your main plan, all your supplementary plans under the mobile number will also be terminated.

Section A.4

PROCESS FOR SUBSCRIPTION

- 1) Where can I register?

For broadband registration without contract, you can register at any DSTCom counters except for Giant and Airport counter.

For broadband registration with contract, you can register at any DSTCom counters except for Giant, Airport and Temburong counter.

2) What documentation do you need if I want to register?

I/C Type	Occupation	Document for verification
Yellow / Red	Employed	Identification Card
	Housewives, Pensioners, Unemployed	
	Self – Employed	Identification Card & Business registration
	Student	Identification Card, Guarantor's IC, Guarantor's latest salary slip.
Green I/C	Employed	Identification Card (minimum validity period of 6 months), Passport. For self – employed, to include copy of business registration & form X
	Self – Employed	
Corporate		Copy of Business registration, Letter of authorization, Form X, Authorized person's IC.
Government		Letter of authorization & Authorized person's IC

SECTION B

Prepaid GO!broadband©

1) What is Prepaid GO!broadband©?

Prepaid GO!broadband is a prepaid service dedicated for data only which offers a High Speed Data Packet Access (HSDPA), It has a download speed of up to 7.2Mbps.

2) How do I get Prepaid GO!broadband© services?

You can purchase the Prepaid GO!broadband© starter pack at any DSTCom counters at the selling price of BND30

3) What are the services available for Prepaid GO!broadband©?

Under Prepaid GO!broadband©, you will be allowed to access data only, via your handset or any other devices at anytime and anywhere as long as you are within the 3G network coverage and your handset/ devices is 3G capable.

4) What does the Prepaid GO!broadband© starter pack contain and how much does one cost?

The Prepaid GO!broadband© is retailed at BND30.00 and contains the following:-

- 1 Prepaid GO!broadband© SIM card with BND10 preload data access.
- BND25 Annual License Fee payable to His Majesty's Government;
- 1 Prepaid GO!broadband© User Guide;
- 1 Prepaid GO!broadband© Terms and Conditions;
- PUK No. (Pin Unblocked Code);
- PIN No. (Personal Identification Number); and
- MSISDN (Mobile Number).

Section B.1 Services

1) Where do I register for Prepaid GO!broadband©?

You can register your Prepaid GO!broadband© at any DSTCom counters nationwide and any DSTCom authorized vendors displaying the sign.

As a Regulatory Control in Brunei Darussalam, it is mandatory requirement to register all circulated Prepaid numbers. At point of purchase, all new subscribers are required to fill in EASI Registration Form and copy of their valid Identity Card or Passport will be taken.

2) How do I recharge my Prepaid GO!broadband©?

You have two options, either:

a) Insert your GO!broadband© SIM card into your handset and type *103*<12digitpin># and press send, or

b) Recharge from any Easi Mobile number by typing *107*<Prepaid GO!broadband© No>*<12 digit pin># and then press send.

3) Is there any credit expiry date?

The Main credit balance validity is based on the type of recharge card denomination recharged and is carried forward if there is a recharge made before the account expiry not exceeding 180 days.

The Bonus credit is valid for 30 days only irrespective of the recharge card denominations from the day of the last recharge performed.

4) How do I check my credit balance?

You can check credit balance by typing *102# and press send, from a mobile device. You will receive SMS showing the main balance of your Account balance.

(If the SIM card is used on a modem or router, you will need to unplug it and insert in a handset in order to type *102# press send)

5) Can I transfer credit from Easi Mobile to Prepaid GO!broadband© or vice versa?

Yes, you can transfer your credit by typing *105*<Mobile No>*<credit value># press send, from a handset. To transfer credit from Prepaid GO!broadband© to Easi Mobile, you need to insert your SIM card in a handset.

When you transfer credit from an Easi Mobile number to a Prepaid GO!broadband© number, the credit will be valid for data access only. If the transfer is from a Prepaid GO!broadband© number to an Easi Mobile number, then the credit is valid for Voice/Video*/SMS/MMS and data services (*Video for Easi 3G Mobile).

The maximum amount of credit transfer is BND100 and the minimum is BND1. You will be charged BND0.50 for each credit transfer. You need to have a minimum credit balance of BND5.50 before you can do any credit transfer.

6) What happens to my credit if I don't recharge, prior to card expiry?

The credit remaining in the account will be forfeited when there is no recharge performed before its expiry date. However, the forfeited credit will be refunded automatically if a recharge is made within the following period:-

Credit Refund (within 30 days of the expiry date)	
Within 0 – 7 days	100%
Within 8 – 14 days	80%
Within 15 – 30 days	50%
> 30 days	0%

7) What happens if I don't recharge when my credit balance reaches zero dollar (BND0)?

You need to check whether your credit has expired or not. If your credit has expired, you need to recharge within the grace period of 30 days, otherwise, your Prepaid GO! broadband© account status will be deactivated, and you will not be able to use the GO! broadband© service.

8) What happens if my Prepaid GO!broadband© account becomes "Deactive"?

The subscriber's prepaid number is usually recycled after it has been **DEACTIVE** for more than 2 months. The prepaid number will then be included in the recycled list. If the prepaid number has not been recycled, you can repurchase the same mobile number at any DSTCom counters at a cost of BND30.

9) What happens if SIM card is blocked or faulty?

If your SIM card is blocked, you may refer to your Starter Pack packaging or main body of the SIM card to check the PIN unblocked code (PUK No.). If your SIM card is permanently blocked, (i.e. more than 3 wrong attempts to enter the PUK No.) you will need to get a SIM card replacement from any DSTCom counters at a cost of BND10. Your credit balance in the old SIM card will be transferred to your new SIM card account.

10) What happens if I lost my Prepaid GO!broadband© SIM card?

You must notify DSTCare 151 or any DSTCom counters to temporary suspend your account. DSTCare 151 operates 24 hours.

If you wish to get a replacement of your SIM card with the same prepaid number, you may do so at a cost of BND10. Your credit balance in your old SIM card will be transferred to your new SIM card account. However, DSTCom would need to verify the ownership first before allowing to replace the SIM card account.

Section B.2 Annual License Fee

1. What happens when I reached one year of service?

In accordance with the Brunei Telecommunications Act, an Annual License Renewal fee of BND25 will be charged to all active Cellular Mobile Subscribers.

An SMS will be sent to all subscribers one week (7 days) before the due date.

'Lesen tahunan awda berakhir pada <tarikh>. Sila kekalkan baki yang mencukupi'

'Your annual fee is due on <date>. Please maintain sufficient balance'

To receive the SMS reminder, the SIM card must be inserted in a handset.

2. What happens if my Prepaid GO!broadband© do not have sufficient balance for the Annual License Fee?

On the due date of the license fee, BND25 will be deducted from your credit balance. If your credit balance is insufficient, all the available balance will be deducted. Once you recharged your account, remaining outstanding balance will be deducted automatically from your credit.

SECTION C

RATES

- 1) What are charges for data access?

For Postpaid GO!broadband©, you will be charged at BND0.20/MB after the free usage

For Prepaid GO!broadband©, you will be charged at BND0.05/MB.

- 2) What are the charges if I use the data service while roaming?

You will be charged according based on the prevailing Local Rates + IDD. However, you will need to inform DSTCom if you require roaming services on your GO!broadband©.

SECTION D

Section D.1 Device Connection

- 1) What are the devices that I can use to connect to the Internet with my GO!broadband© SIM card?

You can connect to the internet on your 3G Mobile handsets or using USB Modem or Ericsson W25 Router on your laptop.

- 2) How do I connect with USB Modem?

You can connect by inserting your broadband SIM card in the USB Modem SIM card slot and plug the modem into a USB 2.0 port on any laptops.

- 3) How do I connect with the Router?

You only need to insert your SIM card in the Router SIM card slot. The router allows you to share internet connection for upto 4 laptops/pc at the same time. In addition, you will also be able to make/receive voice calls.

Section D.2 Installation of Modem/ Router

1) How do I install the USB Modem in MAC?

You can request for the installation instruction by calling DSTCare 151 or log on to DSTGroup Website at www.dst-group.com.

2) How do I install the Router?

You can request for the installation instruction by calling DSTCare 151 or log on to DSTGroup Website at www.dst-group.com.

3) How do I install the USB Modem in my PC/ laptop?

For Windows PC or laptop, plug in the Modem into any USB port. A pop up window should appear prompting you to install the connection manager software, please follow the installation process until the connection manager appears.

For more info, please log on to DSTGroup website.

SECTION E

COVERAGE

1) What happens when I leave 3G coverage area?

Your 3G network coverage will automatically be switched to a 2G network.

2) Will my download speed vary?

It will vary depending on type of equipment / devices used, coverage, network availability, location and if the connection speed is being shared at time of access.

SECTION F

ROAMING

- 1) Can I access the data service while roaming?

For Postpaid : Yes, broadband roaming will only be activated upon request. It will only be accessible provided the foreign operator has roaming agreement with DST. The charges will depend on the prevailing local rates plus IDD.

For Prepaid : No, there is no roaming service for Prepaid GO!broadband©

- 2) How do I activate the roaming service for Postpaid GO!broadband©?

You can request for activation of roaming at any DSTCom counters.