

## **DREAM / BIZ BROADBAND 1GBPS PLAN**

### **What are Dream/Biz Broadband 1Gbps plans?**

We acknowledge the demand from you, our valued customers, for higher speed of Dream/Biz broadband.

The plans are as below:

- Dream Broadband UNL1000 (Standalone)
- Dream Broadband UNL1000 (Dream Bundle)
- Biz Broadband 1Gbps 20TB
- Biz Broadband Plus 1Gbps 20TB

### **Where is 1Gbps available?**

1Gbps plans are only available from 3 exchanges i.e. Tutong, Madang and Gadong.

### **How do I subscribe to 1Gbps plans?**

You can subscribe to our 1Gbps plans via:

- Imagine Center at Petani Mall (for Tutong)
- Imagine Center at Citi Square (for Gadong and Madang)

### **Is there a contract period for the 1Gbps plans?**

The contract period is as listed below:

- Dream Broadband UNL1000 (Standalone) – 0 or 24 months.
- Dream Broadband UNL1000 (Dream Bundle) – 24 months only.
- Biz Broadband/Plus 1GB 20TB – 12 or 36 months.

### **Can I upgrade my existing broadband plan to 1Gbps?**

Currently, the 1Gbps plan is only available for the three (3) exchanges i.e. Tutong, Madang and Gadong.

## Will I get the exact gigabit speed that I am subscribing to?

You are recommended to have either a Wi-Fi 6 router or Wi-Fi 6 mesh to achieve up to 1Gbps. If you are subscribed to Dream/Biz Broadband on contract, you will be provided with a complimentary Wi-Fi 6 device.

## What benefits can I get from a 1Gbps plan?

With 1Gbps you will get:

- Higher bandwidth for the best surfing experience especially for high quality video streaming and gaming.
- Reduced speed congestion and seamless connectivity while connected to multiple devices at the same time.

## Will the speed test for my 1Gbps plan via Wi-Fi be limited?

The 1Gbps plans offers up to 1Gbps at best effort basis. Actual speeds depend on device specifications and environmental factors. We recommend these tips to improve the speed via wireless connectivity:

1. **HEAT** – place your Wi-Fi 6 device away from the areas with high temperature as heat will affect the device performance and browsing experience.
  - a. Device should be placed in an open area to allow heat ventilation.
  - b. Place the broadband equipment next to each other instead of stacking it up to reduce the risk of overheating.
2. **DISTANCE** – Wi-Fi 6 device has distance limitation when it comes to signal range. As distance increases, the signal becomes weaker.
  - a. Consider placing your device in an area where you would frequently do your browsing activities.
3. **OBSTRUCTION** – Wi-Fi 6 device efficiency will decrease when it passes through physical obstruction e.g. think walls, metals and solid objects.
  - a. Consider placing your device in an open area to maximise signal reception.
  - b. Avoid placing your device in a closed cabinet, secluded room or under the stairs.
4. **ELECTROMAGNETIC INTERFERENCE** – signal waves generated by home appliances such as microwave ovens, refrigerators, baby monitors can interfere with your Wi-Fi connectivity.
  - a. Place your device away from electronic appliances.
  - b. Avoid sharing the power socket that is connected with the electronic appliances.
5. **WI-FI SECURITY PASSWORD** – A user may hack into your Wi-Fi security password to get free internet access. The more users connected to your internet, the more bandwidth will be consumed; thus, affecting your browsing experience.
  - a. Consider setting a unique and strong Wi-Fi security password.

- b. Consider changing your Wi-Fi security password on a regular basis to improve your network security.

### **Can I downgrade to a lower speed?**

Yes, however, you will need to settle the device penalty fee if you are still serving the 1Gbps plan contract and downgrade fee of \$50.00 (one time).

### **Can I relocate my 1Gbps plan to a new address?**

Yes, you may relocate your 1Gbps plan to a new address only if it is within Tutong, Madang or Gadong exchange.

### **What if I terminate my subscription?**

If you terminate your subscription within your contract period, you will be subjected to an early termination penalty equivalent to the total fees of your remaining contractual months and device penalty.

There is no penalty for terminating your service once you are out of contract.

### **Can I still subscribe to 1Gbps without a Wi-Fi 6 device?**

You will only be able to connect to the internet via ethernet/LAN cable as the Wi-Fi feature from your ONT will be disabled.

### **Is there a warranty period for the Wi-Fi 6 device provided?**

The warranty period for the provided device is 2 years. Please keep all receipts to be presented for warranty claim

### **Should the provided device is faulty, where can I go to claim the warranty?**

You may bring your device and the receipts to Integrated Communications Sdn Bhd at the address below:

*Samsung Experience Store,  
Unit 6 & 7, Block D, Abdul Razak Complex, Jalan Gadong, BE3519, Bandar  
Seri Begawan, Negara Brunei Darussalam, Tel: +673 2420123*

**When will 1Gbps be available in my residence area?**

Do check our website and social media for the latest news and update on the availability of our services in real time.

**What will the minimum speed when customer apply for 1Gbps?**

The minimum speed will be as low as 600Mbps depending on factors stated in question 8 as this will be at best effort basis.