

**FAQ – Broadband Internet**

- Does Solomon Telekom offer Broadband Plans?  
Yes, Solomon Telekom has 3 categories of plans you can choose from. Capped Plans, Uncapped Plans and Dedicated Internet plans.
- How can I apply for this internet (ADSL plan)?  
You may fill in a service order form with our sales team or send us an email on [sales@telekom.com.sb](mailto:sales@telekom.com.sb). There is a contract involved that states the Terms and Conditions as well as an Acceptable User Policy.
- How long will it take to get this service installed at my place?  
If it is a Broadband Internet connection only it will take a day or two. If it's a new connection or the line needs a technician visit it will take a week because the line needs to be connected and activated before the internet can be connected.

- What are the Broadband plans available?  
The New Broadband Internet plans available are:

<b>Capped Plans</b>				
Plan Specifics	Data Allowance (GB)	Plan Cost	Proposed Speed (Mbps)	Excess Usage charge /MB
Hyperspeed10	10	750	10	\$0.14 per MB
Hyperspeed20	20	1450	10	
Hyperspeed40	40	2850	10	
Hyperspeed100	100	7000	10	
Hyperspeed250	250	16000	10	

<b>Broadband Unlimited Plans</b>				
Plan Specifics	Data Allowance (GB)	Plan Cost	Proposed Speed (Mbps)	Excess Usage
Broadband Unlimited Lite (1Mbps)	Unlimited	5000	1	No Excess Usage
Broadband Unlimited Plus (2Mbps)	Unlimited	9500	2	
Broadband Unlimited Pro (3Mbps)	unlimited	19500	3	

- What if I need plans that are more than 3Mbps?  
For any plans more than 3Mbps download, we recommend getting a dedicated connection. Dedicated plans do not have a publicly listed price. You may come in and discuss your needs with our sales executives and a package can be customised for you. Talk to our sales execs on 21164 or email them on [sales@telekom.com.sb](mailto:sales@telekom.com.sb)
- What is a dedicated plan?  
Dedicated internet access is a private connection between your business and the web. Unlike regular broadband service, your business doesn't have to compete with other subscribers for bandwidth.
- What happens when cap is reached? Do you slow down speed when cap is reached?  
When your Hyperspeed plan caps are reached you will not be throttled or slowed down. However there will be an excess usage charged at 14 cents per MB for any additional data after your plan cap.
- I live outside Honiara town boundary, Can I still have this internet service at my place?  
Absolutely yes internet service can be installed outside of Honiara town boundaries where line connection exists. If there is no line connection you can get connected via Microwave link.
- Do I need a modem or router?  
You will need a modem for Internet service to work.

10. What are capped and uncapped plans?

Capped plans are Internet plans that have limited allocated data. Upon exhaustion of these plans excess usage is charged at 14 cents per MB

Uncapped Plans are broadband unlimited plans that are speed based.

11. What if I go over my quota?

Capped plans – Capped plans will charge you \$0.14/mb if you exceed your quota

Uncapped plans – has Unlimited usage.

12. Can I check my usage on demand?

Yes, you can check your usage by logging in with the username and password given to you at registration at the url <https://tarka.telekom.net.sb/custdata/login.php>

13. How do I pay for this service?

Bills are created at the end of each calendar month and send out to you via email or hard copy. Payments can be done from the Telekom office cashiers or electronically.

14. Do you have a redundancy Package if there is outage of the internet service?

Yes there is an international redundancy package available that can be discussed with our Sales consultants.

15. My current Internet plan is too slow, is there an option for a faster internet speed?

Yes. If your ADSL service is delivered over copper wires your quality of service may be affected by distance or faults. Talk to our Sales team about alternative access methods such as a fiber internet connection for a better internet experience.

16. Can I upgrade my current plan?

You can contact our Sales consultants via [sales@telekom.com.sb](mailto:sales@telekom.com.sb) for any upgrades that will better suit your needs.

17. I'm currently receiving a discount on my existing plan. Can I keep this discount and switch to the new plan?

There are no discounts available. However you may contact our Sales consultants to discuss available options.

18. What affects broadband speed in my home/business?

This may depend on a lot of things. Your location, your access type (fiber or copper) broadband connection you have. The type of device you use, how many people are using the internet and the Internet plan you have.

19. Who do I contact to assist if there is no internet service at my place?

Our Internet friendly staff at our Helpdesk can be contacted on toll free lines 24000 or 333 Monday to Friday 8:30am – 8pm and on Saturdays from 9am to 5pm.