

A. GENERAL**What is Fiber@Home?**

- It is a solution with installation of fiber optic cable direct to your house for dedicated high-speed broadband up to 100Mbps.
- It brings high speed networking, digital television, entertainment, games and telephone service to your home using fiber optic cables.
- It provides choices and variety of services and digital contents with the click of a button.

Why Fiber@Home/ What are the benefits of Fiber@Home?

- Fiber@Home is designed to manage a pool of services from not only one but Multiple Service Providers (such as telcos, tv stations, internet providers, etc) to provide their services to you, the end-user.
- These pool of services are available to users like you, who registers as Fiber@Home members/subscribers, via a Fiber@Home Service Portal. The service portals allows you to view the variety of services provided and subscribe to the services of your choice from your home with the click of a button.
- It will also allow subscribers to subscribe, unsubscribe, add and delete services without having to go through the hassle of queuing and filling up form with individual service providers. This can be done from the comfort of your home.

How reliable is the fiber-optic network?

- The Fiber@Home network construction and maintenance team are under contract to provide 24x7x365 emergency response in the event of a system problem. Any system problem is automatically reported within seconds and team will be contacted immediately to repair a system outage or damage of any kind.

Do I need new TV's, phones, or computers to use the Fiber@Home network?

- The answer to that question depends on what you want from the system. For people who want the standard, basic internet services currently available to them from current providers, the answer is "No, you will not need to purchase new equipment." You will be provided with the interface equipment that allows your computer to utilize basic services.
- However, to take advantage of new and exciting services available ONLY on the Fiber@Home network, you may eventually want to upgrade current equipment or purchase new equipments. For example, video phone calls will be possible over the Fiber@Home network—full framed, full speed moving color pictures of the person you are talking to. While there is nothing compelling you to purchase that service—you can purchase voice-only service as long as you like but you will not be able to enjoy that type of service without purchasing a video phone. The same is true of high-definition TV: you can receive video programming over your current non-HDTV as long as you like, but you will not be able to enjoy the clarity and resolution of HD programming without purchasing an HDTV. As with DSL and Cable internet access, you will need a LAN card in your computer to receive internet access, but your current LAN card will work just fine for accessing the internet over the Fiber@Home network. In order to use our telephone service, you will need to purchase one analog telephone adaptor to allow your existing phones to work on our network.
- As with all technology, new developments will eventually require new devices. But if you are satisfied with the basics, your current equipment will work just fine with the basic services delivered over the Fiber@Home network.

B. SERVICE OFFERINGS**What are the packages/services offered by Fiber@Home Service Providers?**

Fiber@Home Service Providers will offer Telephony, High Speed Internet and will soon launch IP Television services. Additional Service Providers are currently in discussion with Fiber@Home and will join the network as the number of homes and businesses connected grows.

In general, Fiber@Home can offer :-

- **Voice Services (Telephony)** using Voice Over IP with various calling features (i.e. call display, call forwarding, call monitoring, call waiting, call parking, etc)
- **Data Services with;**
 - Ultra-high speed Internet access
 - Symmetrical service (same speed up and down)
 - Dedicated connection - no sharing with your neighbors
- **Video Services with;**
 - IPTV multiple channel selection
 - Movies and videos on demand services
 - Video conferencing
- **Innovative Services such as;**
 - Telemedicine
 - Distance learning
 - Home security and utility management
 - Interactive game playing
 - Remote data storage and retrieval for storing, in soft copies, of video, images, photos and important file and documents.
 - School and community network services
- **Community Portal** exclusive for Fiber@Home customers only as community, business and social networking portal. It allows members to chat amongst the community members, share their blogs, as well as community forum to discuss on current issues, concerns and ones' thoughts and opinion. It shall also allow formation of sub-community based on interests and hobbies, as well for business activities, such as advertisement, buy & sell, e-commerce, etc.

What will these services cost?

The price will be determined individually by the Service Providers on the network and are very competitive with existing service pricing. Customised packages have been developed that can maximize the value to the subscriber such as six month seasonal or weekend only packages (service turns on Friday morning and shuts down on Sunday evening).

C. SUBSCRIPTION/SIGN-UP

How can I subscribe/sign-up for Fiber@Home?

- You can subscribe to the service online. Please visit our website www.fiberhome.my and click on the “Sign-Up” Column. Please note that installation can be made if your house is in the Fiber@Home coverage area.
- or*
- You can visit our exhibition booth/kiosk/service centre for walk-in registration. We will gazette the location via our website, www.fiberhome.my, media and brochures and flyer from time to time.

Must I be an existing Celcom's customer to sign-up for Fiber@Home?

- For this promotion, if you are a Celcom's customer (if you subscribe to Celcom Broadband), we will provide free installation.

What are the documents required for subscription/sign-up?

You need to bring the following documents :-

- Photostat IC
- Landlord's Consent Letter (if you do not own the premises). The letter format can be retrieved from website, www.fiberhome.my

What will I get from subscription/signing-up?

- Upon subscription/signing-up, we will be setting up the network, i.e. laying off the fiber optic to your home, as well as interior and exterior wiring and set-up of the related equipment such as Digital Residential Gateway (DRG) and/or set-top box.

If I subscribe/sign-up to Fiber@Home, what are the charges/commitments?

- Subscribers of Fiber@Home will need to pay a monthly fee of RM30. The fee is for the rental of the DRG.

Is there a contract period for Fiber@Home services provide by Service Providers?

- No. The contract is valid until either you or us terminate the contract.

D. BILLING

How is the billing settlement with Service Providers, e.g. Celcom?

- Service Providers shall bill you according to the services that you subscribe to. For example, if you subscribe to Celcom Broadband, then you will receive the bill from Celcom.
- You are to make payment direct to the respective service providers as per the agreeable payment methods set by them. In the case of Celcom for example, you need to pay directly to Celcom via internet, or at the Celcom Service Centre or Blue Cube.

E. INSTALLATION

What are the Installation Works for the Fiber@Home Network set-up to my house/premises?

- Once the installation day has been determined, then a work order is generated which dispatches our crews to install into the home or business and to splice the fiber itself. Our appointments take approximately 2 1/2 hours and our booking times are 9:00 AM, 11:00 AM and 1:30 PM.
- The installation work shall involve laying of Fiber Optic to your house as well as interior and exterior wiring and set-up of the related Equipment such as Digital Residential Gateway (DRG) and/or set-top box.

Does my home or business need to be rewired?

Maybe - It depends on what current wiring you have in your house, what type of services you sign up for, and what issues you are willing to take on for yourself.

- Unless you already have Cat5 network cables in your house, your subscription to the internet services would also suggest a need to wire your home. However, if you are willing to deal with certain issues on your own (security, reliability, through put, etc.), you might elect to run your internet services (and even your video services) over a wireless Local Area Network (LAN) instead of wiring your house.
- For homes requiring rewiring, Fiber@Home has contracted our contractor for customer premises wiring. If you would like additional outlets, they can install them for a nominal charge.

What is a Digital Residential Gateway (DRG)?

It is a “Home Gateway Box” that connects the end-terminals (such as PC, Phones, IPTV Settop Box,) to the fiber network.

What happens if I want to move in to new premises, i.e. will there be any charges incurred?

If the new premises are within Fiber@Home coverage, then there will be charges for the removal/relocation and installation works. If the new premises are outside of our Fiber@Home coverage, then the subscription shall be terminated.

What if the Equipment is lost/damaged/stolen? Will I be charge for replacement of the Equipment?

You are responsible for the safe keeping of the Equipment. If, while in your care, the Equipment is damaged, lost or stolen, you have to pay the full cost, including costs incurred by us to recover, repair and replace the Equipment as well as any legal or collection costs. The cost will be billed to you directly or through the Service Provider.

F. COVERAGE

What is the Fiber@Home coverage area?

The coverage is in Sungai Petani and surrounding areas:

• Phase 1

The areas shall be Bandar Laguna Merbok, Taman Desa Enggang, Lagenda Height, Perdana Heights, Cinta Sayang Resort Home, Taman Ria, Aman Jaya, Sekolah Sains Sungai Petani, Sekolah Rendah & Menengah Tasik Apong, Swiss In Hotel, Lot 88, Taman Desa Jaya, Taman Indah. - **These areas are ready for the installation of fiber to the home.**

• Phase 2

The areas shall be Taman Ria Murni, Taman Ria Indah, Taman Ria Jaya, Taman Peruda, Taman Bandar Baru, Taman Berlian, Taman Mutiara Indah, Taman Mutiara, Taman Sejati, Taman Semangat, Taman Mesra, Taman Kenari, Taman Kenari Jaya, Taman Kenari Emas, Taman Kenari Indah, Taman Seri Kenari, Taman Seri Emas, Taman Baru, Taman Meriah, Taman Sari, Taman Seruling, Kawasan Industri Ringan, Ria Jaya, Pekan Lama. - **These areas are open for registration. Customer may sign in now.**

- **Phase 3** - shall cover the rest of Sg Petani. (*pls refer to the coverage map for specific location or area*)

G. SUPPORT

What if I need assistance or have enquiries on Fiber@Home Network .

You may call our Helpdesk at **Tel No : 04-7355 122**

Our helpdesk is available on Sun-Thursday (**except Public Holiday from 9.00am-5.30pm**).

Or you may visit our website: **www.fiberhome.my**