

1. What is Business Broadband?

Business Broadband is a high-speed broadband Internet access service which provides 'always on' connection to the Internet with speed/bandwidth from 384kbps up to 4Mbps. With the high-speed connectivity/bandwidth, the service is ideal to support most broadband application such as, Web Hosting, video streaming, e-commerce, distance learning and others.

2. What is "Always-on" connection?

"Always-on" connection is always established and never disconnects, which will ensure fast and instant access to the Internet without any dial up process. This type of connection is suitable for users who regularly download or upload large files over the Internet.

3. What is "best effort"?

"Best effort" describes a service that is provided without any service level assurance. Business Broadband subscribers should receive at least 80% of the subscribed speed within TM domain & subject to certain factors (Please refer to FAQ No. 36). If the speed falls below 80%, TM will investigate it as a fault and restore the connection accordingly. Subscribers who need a 1:1 service and exclusive access to their bandwidth should go for Internet via leased line.

4. Does Business Broadband cost more than dial-up service?

If you are a heavy Internet user and your average Internet usage is more than 2 hours/day, it is more economical for you to use Business Broadband than dial-up.

5. Can I have more than one Business Broadband connection to my premise?

Yes, as long as you have extra telephone line because each Business Broadband connection requires one direct/dedicated telephone line.