



# FIXED WIRELESS BROADBAND

## Frequently Asked Questions and Answers

**Q1: WHAT IS FWB?**

**A1:** FWB STANDS FOR FIXED WIRELESS BROADBAND. THIS IS A VOICE & DATA SERVICES THAT RIDES ON THE 4G LTE NETWORK.

**Q2: WHAT ARE KEY DESIGN ASPECTS OF THE FWB THAT DIFFERENTIATES IT FROM 4G MOBILE?**

**A2:** THERE ARE TWO KEY DIFFERENTIATING ASPECTS. FIRSTLY, FWB WILL USE A FIXED DEVICE THAT IS LOCKED ACCORDING TO THE LOCAL AND NATIONAL CALLING ZONES IN THE FIXED LINE NETWORK. FOR INSTANCE NCD, CENTRAL, LAE, MADANG, PLUS OTHER PROVINCES WHERE 4G COVERAGE IS AT, ARE EACH REGARDED AS NATIONAL ZONES. THE FIXED WIRELESS BROADBAND HAS BEEN ALLOCATED NUMBER RANGES THAT ARE SPECIFIC TO EACH ZONES AND AS SUCH LIMITS THE SERVICE TO THE ZONE WHERE IT IS INITIALLY PURCHASED. SECONDLY, THE FWB USES THE **fixSIM** THAT IS 4G PROVISIONED AND LOCKED TO CERTAIN DEVICES. THIS RENDERS THE **fixSIM** USELESS IF INSERTED TO ANY OTHER MOBILE DEVICES.

**Q3: IS THE STARTER PLAN MONTHLY RECURRING OR IS IT ONE TIME ONLY?**

**A3:** THE STARTER PLAN IS ONE TIME PACKAGE OFFER ONLY AT INITIAL PURCHASE.

**Q4: WHAT PLANS WILL THE FWB USE AFTER THE STARTER PLANS DEplete?**

**A4:** FWB CUSTOMERS WILL USE THE EXISTING FIXED PREPAID RATES.

PREPAID INTERNET RATES					
DATA PLANS	1 DAY	7 DAYS	14 DAYS	21 DAYS	30 DAYS
600 MB	K3				
1 GB	K5	K9	K15		
2 GB	K9	K18	K25	K35	
3 GB	K15	K25	K35	K50	K60
5 GB	K25	K35	K45	K70	K90
7 GB		K40	K75	K110	K125
10 GB			K80	K135	K150
15 GB			K90	K140	K235

**Q5: WILL THE OUT OF BUNDLE FIXED LINE PREPAID DATA RATES FOR FIXED SERVICE APPLY TO FWB?**

**A5:** YES. THE OUT-OF-BUNDLE DATA RATE IS 17toea per MB.

**Q6: WHAT TOP UP DO I USE TO RECHARGE MY FWB ACCOUNT?**

**A6:** THE TOP UP METHODS THAT CAN BE USED ARE RAIT PREPAID, EVC AND ONLINE CREDIT PURCHASE VIA THE SELF-CARE (<https://sc.telikompng.com.pg/>).

**Q7: HOW DO I LOG IN TO THE ONLINE PREPAID SELF-CARE TO VIEW MY FWB ACCOUNT?**

**A7:** TO LOG IN YOU ENTER YOUR FWB NUMBER AND THE PASSWORD IS DEFAULTED (123456). FOR SECURITY PURPOSES, IT IS STRONGLY ADVISED THAT YOU PERSONALIZE YOUR PASSWORD AT THE FIRST INSTANCE WHEN YOU LOG IN.

**Q8: WHAT FWB DEVICES CAN BE USED WITH THE fixSIM?**

**A8:** THE TWO DEVICES THAT CAN ONLY SUPPORT THE **fixSIM** ARE HUAWEI B315 MODEM & THE GEMTEK 144GN MODEM.

**Q9: WILL THERE BE PREPAID CALL BUNDLE PLANS AND WILL IT ONLY APPLY TO FWB?**

**A9:** YES THERE ARE CALL BUNDLE PLANS AVAILABLE AND ARE APPLICABLE TO THE FWB GEMTEK PACK SUBSCRIBERS INCLUDING ALL FIXED PREPAID FIXED LINE SERVICES.



**Q10: ARE THERE ANY OTHER BUNDLE OR PASS PLANS OFFERED APART FROM THE PREPAID CALL BUNDLE PLANS & PREPAID DATA BUNDLE PLANS?**

**A10:** AT THE MOMENT THE PLANS ASSOCIATED WITH FWB ARE THE PREPAID DATA PLANS AND PREPAID CALL PLANS. FWB PASS PLANS SIMILAR TO THE SOCIAL PASS PLANS & NIGHT DATA PLANS OF THE 4G MOBILE WILL BE RELEASED AT A LATER DATE.

**Q11: WHAT DO YOU MEAN BY ON-NET CALLS?**

**A11:** CALLS MADE WITHIN THE FIXED LINE SUBSCRIPTION RANGE ARE REGARDED AS ON-NET CALLS. FIXED LINE CALLING FIXED LINE AND FIXED LINE CALLING FWB ARE REGARDED AS ON-NET CALLS.

**Q12: WHAT WILL BE THE NUMBER RANGE FOR FWB FOR NATIONAL CAPITAL DISTRICT (NCD)?**

**A12:** THE NUMBER RANGE FOR FWB IN NCD WILL BE 346\*\*\*\*.

**Q13: WILL THERE BE A SIM ONLY OFFER?**

**A13:** INITIALLY, THERE WILL NOT BE ANY SIM ONLY OFFERS. HOWEVER, WE WILL KEEP YOU INFORMED ONCE THE SIM ONLY OFFERS ARE READY AND MADE AVAILABLE.

**Q14: WHAT HAPPENS IF I FORGET MY DEVICE PASSWORD?**

**A14:** DO A FACTORY RESET AT THE BACK OF THE DEVICE TO GET BACK TO THE DEFAULT PASSWORD.

**Q15: WHAT WILL I DO TO CHANGE MY VOIP PASSWORD?**

**A15:** CALL 3456789 FOR ASSISTANCE TO CHANGE YOUR VOIP PASSWORD.

Call Telikom Call Centre on 3456789 for more information.