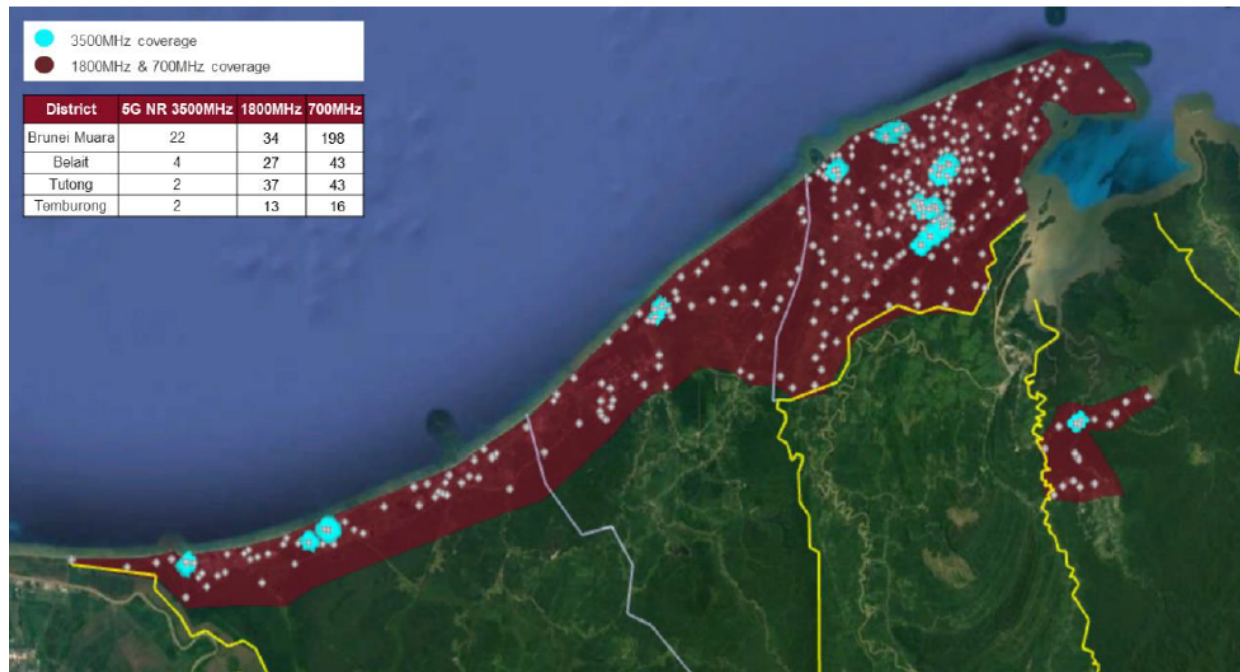


# Frequently Asked Questions- 5G Readiness

## A. Coverage

1. Where is the 5G Nationwide mobile network available?



2. How many types of 5G coverages are there?

There are 3 types of 5G coverages:

3.5GHz – Download speed up to 1gbps.

1800MHz – Download speed can reach up to 800mbps

700MHz – Download speed can reach up to 500mbps

## B. Services & devices

3. Which organisation will offer 5G services to the public/consumers?

DST, Imagine and Progresif will offer 5G plans to the public. UNN is responsible on matters related to provision of infrastructure services.

4. How do I get the 5G services?

The public are advised to sign up with the SalesCos to get 5G services.

5. What devices are currently compliant with the local 5G network?

A number of 5G devices were tested during the 5G trial period.

Please kindly refer to document **Appendix B** “5G Compatible Handsets” as enclosed with this document.

# Frequently Asked Questions- 5G Readiness

6. Can other 5G devices which were not tested during the trial period connect to 5G services?

Tests were limited to certain brands and models of 5G devices. The public may approach their respective service providers to check on other 5G devices compatibility that may require testing.

The public need to ensure that their 5G devices are compatible with the local 5G network to access the services. Kindly refer to **Appendix B**.

## **C. Data usage**

7. How will the 5G services impact my data consumption?

The data consumption is linked with the behaviour of the customer. With 5G services, data is expected to be consumed at a higher rate due to 5G speed (above the 4G speed). Minimum data reserve is 16mb and maximum data reserve is 28mb. It all depends on the transfer rate or throughput in seconds of the required data for the application used. E.g. If the throughput is over 1 seconds, the data reserve is 16 mb (slower). But if the throughput is below 1 second (which means faster connectivity), the data reserve will be 28mb. This is also dependent on the location.

8. Will I get automatic 5G service if my device is 5G enabled?

You are advised to approach your respective SalesCos directly to learn more about 5G services

9. What are the 5G plans offered by the SalesCos?

You are advised to approach the SalesCos directly to learn more about 5G plans.

## **D. Connecting to the network**

10. My area is covered with 5G, why am I still on 4G when my device is 5G compatible?

The 5G service is undergoing continuous development with progressive extension on the entire nation coverage. For details, refer to the map in FAQ #1. Customers must ensure that the 5G devices are compliant with the local 5G network. End customers must also be signed up with a SalesCo for 5G services and be connected to 5G in the handsets' Mobile network settings.

For coverage, in case the 5G service is out of range, customer will be connected to 4G. There will be seamless handover in case the coverage area changed from 5G to 4G and vice versa. Signal may also handover from 4G to 3G and vice versa

11. Will I get firmware upgrade for 5G?

Firmware upgrade is provided by the device manufacturer.

12. What are the SIM card type(s) that are compatible with 5G services?

# Frequently Asked Questions- 5G Readiness

The current 4G SIM Cards provided by SalesCos are able to connect to the local 5G network. 3G SIM cards are not capable to connect to the 5G network. (how many known users?)

13. Do I have to change my SIM card to 5G SIM card in order to connect to 5G services?

It is dependent on the current SIM being used. Currently, the 4G SIM cards provided by SalesCos are able to connect to UNN's 5G network. 3G SIM Cards are not capable to connect to the 5G.

## **E. Others**

14. What is the difference between 4G and 5G?

In terms of speed, 5G speed can achieve up to 1gbps, in selected areas. Whereas 4G speed can achieve only up to 300mbps.

15. What happens if my device doesn't support 5G?

Only devices that are compliant with the local 5G network will be able to connect to 5G, on the condition that 5G service is registered with a SalesCo. Unsupported 5G devices will not allow customers to connect to 5G services.

16. Is 5G coverage nationwide?

Kindly refer to the 5G coverage map in FAQ #1.

17. Will there be a seamless handover from 5G to 4G area?

Yes. There will be seamless handover in case the coverage area changed from 5G to 4G and vice versa.

18. Do I need a new device in order to use 5G service?

It depends on the device. 5G service requires devices that are compliant to the local 5G network and customers must also sign up with a SalesCo for 5G services. Unsupported 5G devices will not connect to 5G services.

19. Does 5G means my connection will be faster and consume quota faster?

This is dependent on the customers data usage behaviour.

20. How do I know if I'm already on 5G?

The device should display the 5G logo on the signal bar.

21. How does 5G benefit me?

# Frequently Asked Questions- 5G Readiness

This depends on the customers intention to be on 5G services. In terms of speed, 5G offers better throughput than 4G. 5G speed can achieve up to 1gbps. Whereas 4G speed can achieve only up to 300mbps.

22. Will my voice calls be on 5G too? Or is it data only?

No, 5G service covers data only.

23. Can I change from 5G to 4G?

For coverage, in case the 5G service is out of range, customer will be connected to 4G. There will be seamless handover in case the coverage area changed from 5G to 4G and vice versa. Additionally customers can manually connect to 3G/4G in the handsets' Mobile network settings.

24. Will 3G or 4G continue to work?

Yes. 3G and 4G will continue to work with the launch of 5G services.

25. What is the difference between 5G and WIFI?

5G service is using radio waves and the frequency used has wider coverage minimum 1km away depending to the band. WIFI is using small coverage frequency.

26. At which sites can I get the maximum speed for 5G?

Selected areas with 5G sites will deliver 5G speed up to 1Gbps.

27. Does 5G also work on Data only Sim?

5G will work on data only SIM when it is provisioned with 5G plan and the device used is compliant with the local 5G network.

28. What are the 5G phones (brand and model) that are compatible with the 5G network in Brunei?

Please refer to **Appendix B**

29. What are the roaming partners (if any) for 5G roaming?

Currently, there is no 5G roaming partners established yet. However, 5G subscribers should be able to use their services on any network offered by the oversea operators.

30. What technology is used for Voice calls and SMS?

Voice and SMS are on 3G.