



TelBru Nationwide WiFi Service - Terms of Use

By your use of the Free Access Service, Prepaid Service and Postpaid Service which forms part of the TelBru WiFi Service, you ("Customer") acknowledge that:

Free Access Service

TelBru WiFi Free Access Service ("Free Access Service") is a complementary service made available by TelBru for the public at designated TelBru WiFi locations (also known as "TelBru WiFi Zones").

The Free Access Service will be made available for up-to 30 minutes daily, and will automatically disconnect at the end of the 30 minute session.

TelBru will only allow the Free Access Service to be utilized on a per day basis.

You, as a user of the Free Access Service, are responsible for monitoring the connectivity time and saving all data and communication prior to the expiration of the online session.

Postpaid Service

TelBru WiFi Postpaid Service ("Postpaid Service") allows you to access and utilize your Residential Broadband Plan subscription outside of your home at any TelBru WiFi Zones.

Data

You will be utilizing your Data when using the Postpaid Service.

Once your Data has been exceeded, you will automatically be disconnected from the Postpaid Service. You will only be allowed to access the Postpaid Service once you have purchased a Top-up(s) or during the start of a new Billing Cycle.

Bandwidth

Your current subscribed Bandwidth will not apply when using the Postpaid Service. The capability of the Bandwidth for the Postpaid Service shall be based on a best-effort basis.

Account

By default, TelBru allows up-to two (2) devices per account which can be connected to the Postpaid Service (herein referred to as 'Preset Devices').

Additional Devices

For any additional devices to be connected to the Postpaid Service, the Customer must fill-in the Value Added Service Form at any TelBru branches.

It shall limited to five (5) devices per account including the two (2) Preset Devices and the subscribed additional devices.

Fees

There will be no additional charges for the two (2) Preset Devices in order to connect to the Postpaid Service.

There will be an additional one (1) \$BND monthly recurring charge for each device registered beyond the two Preset Devices.

Unsubscribing Additional Devices

If the Customer wishes to unsubscribe their additional devices, Customer must visit any of TelBru Branches and fill-in the specified form provided by TelBru.

Account Security

Customer's MyTelBru credentials will be used to log-on to the TelBru WiFi Service and therefore the user will be fully responsible for whom these credentials are shared with.

Prepaid Service

TelBru WiFi Prepaid Service ("Prepaid Service") allows both TelBru Broadband Plan subscribers as well as non-TelBru Broadband subscribers to enjoy TelBru WiFi on a pay-as-you-go basis at any TelBru WiFi Zones.

Accessing the Prepaid Service

By accessing the TelBru WiFi network, you will be re-directed to the TelBru WiFi captive portal. You will have to select the TelBru WiFi Prepaid option. Once you have purchased a Prepaid Service Plan ("Prepaid Plan") of your choice, you will be given a PIN Code to access the Prepaid Service.

Prepaid Plan

All Prepaid Plan(s) shall be as advertised and may vary from time to time.

Pricing

Details of the pricing of the Prepaid Plan shall be as advertised by TelBru.

Prepaid Plan Data

The Data for Prepaid Service shall depend on the Prepaid Plan which you have purchased. This Data cannot be amended or increased by purchasing another Prepaid Plan on top.

If your Data has exceeded, you will be automatically disconnected from the Prepaid Service.

You will only be allowed to access the Prepaid Service again once you have purchased another Prepaid Plan or use another valid Prepaid Service PIN Code.

Prepaid Plan Validity Period

The validity period shall vary depending on each Prepaid Plan you have purchased. Once the validity period has expired, your session will automatically be disconnected from the Prepaid Service.

You will only be allowed to access the Prepaid Service again once you have purchased another Prepaid Plan.

PIN Code Generation - Online

You can only obtain the PIN Code through the link found in the Prepaid Service option. You will have to select a Prepaid Plan and enter the information required. After clicking 'Purchase Now' you will be directed to a payment gateway to confirm your purchase.

Once this PIN Code is provided, it shall be your responsibility to keep it safe from being used by other users.

A PIN code cannot be used concurrently with other devices to access the Prepaid Service.

PIN Code Generation – Scratch Card

Lightly scratch off the protective ink to reveal the PIN Code.

A PIN code cannot be used concurrently with other devices to access the Prepaid Service.

PIN Code Validity

Upon your successful purchase of the Prepaid Plan, the PIN Code generated shall remain valid for six (6) months. Beyond the six (6) month, your PIN Code will no longer be valid for use. This applies to all PIN code generated.

Bandwidth

The capability of the Bandwidth for the Prepaid Service shall be based on a best-effort basis.

Logout

You may logout at any time during your use of the Prepaid Service. In order to use the Prepaid Service again, you will have to re-enter a valid PIN Code.

TelBru WiFi Zones

The TelBru WiFi Zones are locations are located at specified locations only. For information on TelBru WiFi Zones, please visit our TelBru website at <https://www.telbru.com.bn>.

Obligations of the Customer

Any activities conducted online through the TelBru WiFi Service shall not violate any applicable law or regulation or the rights of TelBru or any third party. TelBru will cooperate fully with law enforcement upon receipt of notice that use of the TelBru WiFi Service by the Customer is in violation of any applicable law. If you are unsure whether your use of the TelBru WiFi Service and activities conducted online may violate these Terms of Use, you are advised to cease the activity immediately.

Examples of prohibited activities include, but are not limited to:

1. Spamming and invasion of privacy;
2. Intellectual property right violations;
3. Obscene or indecent speech or materials;
4. Defamatory or abusive language;
5. Forging of headers;
6. Hacking, scans, or other subversive information gathering activity;
7. Distribution of internet viruses, trojan horses, or other destructive activities;
8. Facilitating a violation of this Terms of Use;
9. Resale of the TelBru WiFi Service.

Access to the TelBru WiFi Service may be denied, blocked, suspended, or terminated by TelBru at any time for any reason including, but not limited to, violation of these Terms of Use, actions that may lead to liability for TelBru, disruption of access to other guests or networks, and violation of applicable laws or regulations. Use of the TelBru WiFi Service shall not be construed as creating a relationship of any kind between TelBru and any user of the TelBru WiFi Service.

General

You further acknowledge that:

1. The TelBru WiFi Service may susceptible to interruption and errors;
2. Viruses or other harmful applications may be transmitted through the TelBru WiFi Service;
3. You must ensure your device is adequately protected. TelBru does not guarantee the security of the TelBru WiFi Service and unauthorized third parties may access your computer or files or otherwise monitor your connection;
4. The TelBru WiFi Service is provided “as is” and on an “as available” basis, without warranties of any kind, whatsoever; and

5. You assume all risk associated with your activities conducted online through the TelBru WiFi Service, as well as all liability and damages incurred by yourself, TelBru, or a third party that arise or result from your online activities through the TelBru WiFi Service, whether known or unknown at the time of use.

TelBru's General Terms and Conditions for Services

The Customer shall be bound by and shall fully observe and comply with the Terms of Use including TelBru's General Terms and Conditions for Services as well as such other specific terms and conditions as may be agreed or accepted by the Customer. The rights and protections conferred on TelBru under the terms of use shall be additional to the rights and protections conferred on TelBru under the TelBru's General Terms and Conditions for Services and any other terms and conditions agreed or accepted by the Customer.

Customer Service Contact

For any further information in relation to the TelBru WiFi Service, the Customer can visit the TelBru website at <https://www.telbru.com.bn> or call our Customer Care Center by dialing 111 and/or visit any of TelBru's Branches ("Kedai TelBru") near you.