Q&A ISP ASTINET REGULAR & ASTINET LITE

* Perbedaan Astinet Regular dengan Astinet Lite?
* Astinet Regular Upstream & Downstream 1:1 sedangkan Astinet Lite Upstream & Downstream 1:4
* Apakah Jalur AR & AL berbeda?
  + Ya, jalurnya berbeda.
* Berapa kecepatan yang didapat dari AR & AL?
  + AR 1:1, full, AL 1:4, dan Quota 300Gb untuk paket yang 10Mbps (Jika Over Quota kecepatan -> 7.5Mbps), 500Gb untuk paket yang 20Mbps (Jika Over Quota kecepatan -> 15Mbps)
* Berapa IP Public yang didapat? Bisa tambah IP?
  + AR dapat 3 IP (Bisa tambah IP dan ada cost) sedangkan AL 1 IP (tidak bisa tambah IP)
* Alat apa saja yang disewakan? Jika ada penambahan FO dikenakan biaya?
  + Modem ZTE.
* Jika ada penambahan FO dikenakan biaya?
  + Ya, Untuk besaran Biaya akan diinfokan oleh Team Survey.
* Kontrak berapa lama?, untuk tagihan dikirim via apa?
  + Kontrak minimal 1 tahun, auto renewal. Tagihan akan dikirim hargcopy & Softcopy + materai,
* Jika ada masalah harus menghubungi kemana?
  + Call Center 1500250
* Support Helpdesk CKP,BLRJ,JKT dari pusat atau dibagi perwilayah?
  + Ya, Helpdesk dibagi perwilayah.
* Kenapa SLA 98%?
  + Untuk Antisipasi force majoure
* Apakah ada program bandwith monitoring?
  + Ya ada, akan diberikan URL MRTG bandwith.

Q & A REGULAR & Astinet Astinet ISP LITE

• Regular Astinet difference with Astinet Lite?

 Regular Astinet Upstream & Downstream 1: 1 while Astinet Lite Upstream & Downstream 1: 4

• Is the Line AR & AL differently?

 Yes, the track is different.

• What is the speed obtained from AR & AL?

 AR 1: 1, full, AL 1: 4, and Quota 300Gb for the 10Mbps package (If Over Quota speed -> 7.5Mbps), 500GB for the 20Mbps package (If Over Quota speed -> 15Mbps)

• How many public IP address obtained? IP can be added?

 AR can be 3 IP (Can-added IP and no cost) while the AL 1 IP (can not add IP)

• What tools are leased? If there are additional FO charged?

 Modem ZTE.

• If there are additional FO charged?

 Yes, for the amount of fees to be diinfokan by Team Survey.

• Contracts for how long ?, bills are delivered via what?

 The contract of at least one year, auto renewal. The bill will be sent hardcopy and softcopy + stamp duty,

• If there is a problem should contact where?

 Call Center 1500250

• Support Helpdesk CKP, BLRJ, JKT from the center or divided perwilayah?

 Yes, Helpdesk divided perwilayah.

• SLA Why 98%?

 To Anticipate force majoure

• Is there a bandwidth monitoring program?

 Yes there will be given a URL MRTG bandwidth.