



DigiNet Guide



Better Value. Better Speed.

A Guide To DigiNet Internet Services

DigiNet is available to Tongatapu, Vava'u, Ha'apai, and 'Eua residents and offers a choice of five great packages from home to small office and tailored packages for the more demanding business user. All packages offer faster speed and greater value and come with additional benefits including:

- Free email accounts
- Fast downloading
- Customised service
- Reliable network
- Great coverage in Tongatapu, Vava'u, Ha'apai, and 'Eua
- Monthly subscriber rewards and draws
- Postpaid billing
- Great savings when signing up for DigiCell, DigiTV and DigiNet.

DigiNet Packages

Package	Bandwidth	Price ex CT
Digi 128	Up To: 128/64	\$99
Digi 256	Up To: 256/128	\$169
Digi 512	Up To: 512/128	\$599
DigiBiz	Up To: 256/256	\$799
DigiBiz Plus	Tailored Solutions for Corporate Accounts	

Digi 128 and **Digi 256** packages are suitable for family use at home, email, web surfing, and the kids' homework and assignment research.

Digi 512 and **DigiBiz** packages are for small, medium, and corporate businesses, and are ideal for emailing, e-commerce, and business communications.

The **DigiBiz Plus** package is for businesses that have specialised ISP requirements such as VPNs and high download/upload requirements and even wi-fi hot spot capability.

How do I get DigiNet Broadband?

Just fill in a DigiNet sales form at any Digicel store or DigiNet authorised dealer. Please allow 24 hours for the processing of the form and scheduling of your installation. Former Tonfon Internet customers, if you have an existing connection with Tonfon Internet Services, please come into the Digicel Head Office and fill in an upgrade form so we can schedule an upgrade to our new services.

Payment Methods

For your convenience, your monthly postpaid bill can be paid at the following locations:

- Any branch of the ANZ Bank in Tonga
- Any branch of Westpac Bank in Tonga
- Digicel Head Office, Fatafehi Road, Nuku'aolfa, Tonga
- Digicel Flagship, Taufua'ahau Road, Nuku'alofa, Tonga

When making a payment, please allow 24 hours for your account to be credited.

Automatic Payment

Now it's free to set up Automatic Payment with DigiNet! To make it more convenient for you to pay your DigiNet bill at the end of every month you can now pay with Automatic Payment at any ANZ or Westpac Bank. DigiNet will pay any applicable charges, so it's a free service for you.

Simply visit your branch to fill out a form today and we will do the rest. Avoid late payment and sign up for Automatic Payment today! Automatic payments can also be set up at the banks for your convenience.

Payment is due on the last working day of the month. All payments are required at the end of the preceding month. DigiNet is a post-paid service.

By Cheque

Make cheque payable to Digicel Tonga Ltd for payment at both ANZ and Westpac bank. Write your name and your DigiNet account number or phone number at the back of the cheque. If you are paying more than one account with a single cheque, please indicate the amount to be credited to each account. Your bill will be sent out at the start of each month to the billing or email address which you specified for billing on the DigiNet sales form.

Do you use a Digicel Mobile phone? Do you subscribe to DigiTV? Why not ask one of our sales assistants how you can save money and get great service by combining two or more of Digicel's products?

Frequently Asked Questions

What do I need to get connected to the Internet?

You will need a working computer with a network port and a DigiNet broadband connection.

How do I get a broadband connection at home or for my business?

Simply call in to any Digicel store or authorised DigiNet dealer and fill in a DigiNet sales form. Select a package and pay the installation fee, we will then schedule your connection for you.

I am going away for a month. Can I temporarily disconnect my Internet service until I come back?

Unfortunately, no. Your subscription to DigiNet is based on a 12 month contract and monthly fees will be applied.

Do I need an IP address to get connected to the Internet?

Our Internet connection automatically assigns your computer an IP address and the connection

information needed for you to connect. You should leave your TCP/IP settings on “Obtain an IP address automatically” and “Obtain a DNS server address automatically”.

We have a firewall and a server. Can I get a public IP address for it?

Yes. You will need to request this from Customer Care by calling 123 or sending an e-mail to helpdesk@diginet.to

My Internet connection is not working. What can I do?

Check that the cable is connected to your computer or router and that the cable is connected to a power plug and turned on. The green light on the power adapter should be on. If this does not resolve your problem, then call Customer Care.

If you have any further enquiries or technical enquiries, please contact **Customer Care** by dialing 123 from your Digicel mobile or 876-1000 from a landline or by emailing info@diginet.to.

For more information please visit www.diginet.to
Information correct at time of publication (September 2009).
DigiNet terms and conditions apply.

Fakahinohino ki he DigiNet

Fakahinohino ki he ngaahi Sevesi 'Initaneti 'a e DigiNet

'Oku malava ke ngaue'aki 'a e sevesi ko 'eni 'i Tongatapu, Vava'u, Ha'apai pea mo 'Eua, pea 'oku fakafaingamalie'i ke 'oatu ha package 'e 5 ke ke fili mei ai, ke ke ngaue'aki 'i 'api, pe 'i ha 'ofisi pea 'oku toe 'i ai pe mo e package makehe ki he ngaahi pisinisi lalahi. 'Oku malava 'e he ngaahi packages kotoa ko 'eni 'o 'oatu ha speed vave mo pau pea kau kiai mo e:

- Akauni Email ta'etotongi
- Malava ke vave 'a e downloading
- Ngaahi package kehekehe 'oku malava ke 'oatu
- Network (netiueka) falala'anga
- Coverage faka'ofu'ofa 'i Tongatapu, Vava'u, Ha'apai mo 'Eua
- Ngaahi pale faka'ai'ai fakamahina mo e lulu monu'ia
- Postpaid billing
- Malava ha Savings lahi 'o ka sign up mo e Digicel, ki he DigiTV pea mo e DigiNet

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Ko e package **Digi 128** pea mo e **Digi 256**, 'oku fe'unga ia ke ngaue'aki 'e he famili 'i 'api ki he email, web surfing, pea mo e homework 'a e fanau kae'uma'a 'enau fekumi ki he'enau ngaahi assignments.

Ko e package **Digi 512** pea mo e **DigiBiz**, 'oku fe'unga ia pea mo e ngaahi pisinisi iiki pea mo e corporate businesses, pea 'oku malava lelei ai 'a e email, e-commerce, pea mo e ngaahi fetu'utaki fakapisinisi .

Ko e package **DigiBiz Plus**, 'oku fe'unga ia ke ngaue'aki 'e he ngaahi pisinisi 'oku nau ma'u 'a e 'ilo makehe ki he ngaahi fiema'u faka ISP 'o hange ko e VPNs pea mo e ngaahi fiema'u ke download/upload ha ngaahi faile lalahi 'o a'u ki he ngaahi fiema'u wi-fi.

'E Anga Fefe ha'aku ngaue'aki 'a e DigiNet Broadband?

Ko ho'o fakafonu pe 'a e foomu 'a e DigiNet mei ha taha 'o e ngaahi falekoloa kuo fakamafai'i 'e he DigiNet. Kataki 'o tuku mai ha houa 'e 24 ke fakahoko ai ha ngaue ki he foomu mo fokotu'u ha taimi pau ke fokotu'u ai. Ko e kau Kasitomaa koia 'a e Tonfon Internet, kapau leva 'oku ke kei ngaue'aki 'a e me'angaue 'initaneti 'a e Tonfon, pea ke kataki 'o lava mai ki he 'Ulu'i 'Ofisi 'o e Digicel ke fakafonu ai ha foomu kae malava ke fakahoko atu ha ngaue ki hono upgrade ho'o 'initaneti ki he ngaahi sevesi fo'ou.

Founga Totongi

Ke fakafaingamalie'i kiate koe 'a ho'o totongi mo'ua fakamahina, 'oku malava ke ke ngaue'aki 'a e ngaahi feitu'u ni ki ho'o totongi mo'ua:

- Va'a 'o e ANZ Bank 'i Tonga
- Va'a 'o e Westpac Bank 'i Tonga
- 'Ulu'i 'Ofisi 'o e Digicel, Hala Fatafehi, Nuku'alofa, Tonga
- Digicel Flagship, Hala Taufua'ahau, Nuku'alofa, Tonga

'I he lava koia 'a ho'o totongi mo'ua, tukuange ha houa 'e 24, ke malava ai ha ngaue ki hono credit 'a ho'o 'akauni.

Automatic Payment

'Oku ta'etotongi pe ke ke ngaue'aki 'a e Automatic Payment ki ho'o DigiNet! Ke faingofua kiate koe 'i he totongi ho mo'ua DigiNet 'i he faka'osinga 'o e mahina kotoa pe, 'oku malava ke ke ngaue'aki 'a e Automatic Payment 'i ha va'a pe 'o e ANZ Bank pe ko e Westpac Bank. 'E totongi pe 'e he DigiNet ha fa'ahinga totongi makehe (fee)'a e pangike, ka 'oku ta'etotongi ia kiate koe.

'Ahia ha va'a pe 'i he ngaahi feitu'u 'oku ha atu 'i 'olunga ke fakafonu ho'o foomu he 'ahoni, pea te mau fakahoko 'e kimautolu 'a hono toenga. Koe'uhi ke 'oua na'a tomui 'a ho'o totongi fakamahina, sign up ki he Automatic Payment 'i he 'ahoni! 'Oku malava ke toe fakahoko 'a e Automatic Payments 'i he pangike ke faingofua kiate koe.

Ko e totongi fakamahina 'oku fakahoko ia 'i he 'aho ngaue faka'osi 'o e mahina. 'Oku fiema'u ke fakahoko 'a e totongi mo'ua fakamahina kimu'a 'i he kamata'anga 'o e mahina hoko. Ko e DigiNet, ko e post-paid service.

Ngaue'aki 'o e Sieke

Ka ngaue'aki 'a e sieke ki he totongi mo'ua, kataki 'o tohi 'a e sieke ki he Digicel Tonga Ltd 'o tatau pe 'a e sieke ANZ pea moe Westpac. Tohi'i 'a ho hingoa pea mo e fika 'a ho'o 'akauni DigiNet pe fika telefoni 'i mui 'i he sieke. Kapau leva 'oku ke ngaue'aki 'a e sieke 'e taha ke totongi 'aki ha ngaahi 'akauni, kataki 'o tohi'i 'i mui 'i he sieke, 'a e ngaahi fika 'o e 'akauni pea mo e lahi 'o e mo'ua ke totongi kiai. Ko e tohi mo'ua 'e 'oatu ia 'i he kamata'anga 'o e mahina takitaha ki he tu'asila pe email na'ake fakafonu mai 'i he foomu 'a e DigiNet.

'Oku ke ngaue'aki ha'o telefoni Digicel? 'Oku ke ngaue'aki 'a e DigiTV? Faka'eke'eke ki ha taha 'o e kau ngaue, ki he founga teke malava 'o fakahaofi ai ho'o pa'anga 'i ha'o faka'aonga'i 'a e ngaahi sevesi 'a e Digicel.

Ko e Ngaahi Me'a 'Oku Lahi 'A Hono Fehu'ia

'E anga fefe hano fakahoko ha'aku 'Initaneti?

'E fiema'u ha'o komipiuta 'oku 'i ai hano network port pea mo ho'o Digicel broadband connection.

'E anga fefe hano fokotu'u ha'aku broadband connection ki 'api pe ko 'eku pisinisi?

Fetu'utaki pe ki he Falekoloa 'o e Digicel pe ko ha Fakafofonga kuo fakamafai'i ke fakafonu 'a e foomu DigiNet. Fili 'a e package teke fie faka'aonga'i pea totongi 'a e installation fee, pea 'e fakakau leva koe ki he taimi tepile ngaue ki hono fokotu'u.

Teu folau 'i ha mahina 'e taha. 'E malava nai ke tamate'i fakataimi 'eku 'Initaneti, kae 'oua leva keu foki mai?

Fakamolemole, 'ikai. Ko e totongi 'a ho'o DigiNet 'oku makatu'unga ia 'i he aleapau mahina 'e 12, ki he totongi fakamahina.

'Oku fiema'u nai ha'aku IP Address keu malava 'o ngaue'aki ai 'a e 'Initaneti?

Ko hono fakahoko atu pe ho'o 'Initaneti, 'oku 'otometiki pe 'a hono 'oatu 'a ho'o IP Address pea mo e fakaikiiki 'oku fiema'u ke ke connect ai. 'Oku totonu ke tuku pe 'a ho'o TCP/IP settings 'i he "Obtain an IP Address automatically" pea mo e "Obtain a DNS server address automatically".

'Oku 'i ai 'emau firewall pea moe server. 'E malava nai ke 'i ai ha'aku public IP address kiai?

'Io. 'E fiema'u pe ke ke request 'eni mei he Customer Care 'i ha'o fetuu'taki ki he 123 pe email ki he helpdesk@DigiNet.to

***'Oku 'ikai ngaue 'a 'eku Internet Connection.
Ko e ha e me'a teu fai?***

'Uluaki vakai'i 'oku connect 'a e cable ki ho'o computer pe router pea connect mo e cable ki he palaki pea fakamo'ui. 'Oku totonu leva ke 'asi mai 'a e ki'i maama lanumata 'i he power adapter. Kapau leva 'oku 'ikai ke solova ho'o palopalema, pea ke fetu'utaki leva ki he Customer Care.

Ka toe 'i ai ha ngaahi faka'eke'eke pe faka'eke'eke fakatekinikale, kataki 'o fetu'utaki pe ki he Customer Care ki he 123 mei ho'o telefoni DigiNet pe 876 1000 mei ha telefoni laine pe email ki he info@DigiNet.to

Ki he fakaikiiki vakai hake ki he www.DigiNet.to.
'Oku tonu pe 'a e ngaahi fakamatala ni 'i he taimi na'e 'ave
ai ke pulusi (Sepitema 2009)
'Oku 'i ai 'a e ngaahi makatu'unga 'a e DigiNet.

If you have any further enquiries or technical enquiries, please contact **Customer Care** by dialing 123 from your Digicel mobile or 876-1000 from a landline or by emailing info@diginet.to.



www.digiceltonga.com/net