

# Airbox 5G

by  EUTEL

## 1. What is 5G?

5G is the 5<sup>th</sup> generation mobile network. 5G wireless technology is meant to deliver higher data speeds (with up to 1.87Gbps in Eutel network), ultra-low latency, hence significantly impacting on how we live, work and play. This means quicker downloads, much lower lags and empowering new user experiences with its transformative capabilities.

## 2. I want to connect to Airbox 5G service. How do I proceed?

Eutel offers Airbox 5G services in the 5G coverage areas. We welcome you to check the 5G coverage area of your location where you are planning to use Airbox 5G service on our website on [www.emtel.com/airbox5g](http://www.emtel.com/airbox5g). You can build your own Airbox 5G plan as per your speed and data requirement. Register your interest to avail the exciting Airbox 5G plans. We shall be happy to assist you on your digital journey. You can also visit any Eutel or Canal+ stores to subscribe to our Eutel 5G services.

## 3. What are the offers available in Airbox 5G?

Airbox 5G is available in both prepaid and postpaid options. You can subscribe to our Airbox 5G base plan which offers up to 75M speed with 3TB of browsing volume for ONLY RS 1200 inc VAT. You can add TOPUP speed/volume plans to benefit from up to 200M speed with 7TB of full speed data volume per month. Top-up options like TV, Voice, wifi extenders and home security devices are also available. Please click here [www.emtel.com/airbox5g](http://www.emtel.com/airbox5g) for more details on our Airbox 5G plans.

## 4. Does the Airbox 5G offer committed speed?

All Airbox 5G offers provide high browsing speed on a best effort basis on the Eutel 5G network. The speed you will experience will depend on the number of simultaneous users at a specific time and area coverage.

## 5. What are the benefits of Airbox 5G?

Airbox 5G comes with a selection of super-fast pack browsing pack with add-on options where customers can build their own plan as per their speed and data requirement. Airbox 5G is a PLUG and PLAY service with low latency, offering top-up speeds which achieves up to 200Mbps and 7TB full speed data per month.

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## **6. Is Airbox 5G a Plug and play service?**

Yes, Eutel Airbox 5G service is provided via a 5G Airbox router which is a PLUG and PLAY router. The same router can work as an outdoor unit for coverage enhancement if required.

Set up with Airbox 5G router is super easy. The advanced 5G Home Modem connects wirelessly to the Eutel 5G mobile network so there are no cables or extra hardware. Just plug it in where you get the strongest 5G signal at your home – as close to a window as possible. A strong signal is indicated by the green light on your modem. The 5G Home modem will then connect with your devices wirelessly. Follow the simple steps in our 5G modem quick start guide. If you're still having trouble, please contact us and we will assist you.

## **7. I already have a 4G Airbox service. Can I subscribe to Airbox 5G?**

We thank you for being a loyal customer to Eutel 4G Airbox service. Indeed you can subscribe to Eutel Airbox 5G anytime. We welcome you to check the 5G coverage area by adding your location where you are planning to take Airbox 5G service on our website on [www.emtel.com/airbox5g](http://www.emtel.com/airbox5g). You can also build your own Airbox 5G plan and register your interest for our exciting 5G plans. We shall be happy to assist you on your digital journey. You can also visit any Eutel or Canal+ stores to subscribe to our Eutel 5G services.

## **8. What are the postpaid contract options available on Airbox 5G postpaid?**

On Airbox 5G, we offer you with 3 possible contract duration options, 12 month, 24 months and 36 months. The longer the contract period, the more monetary benefits you get!

## **9. What are the other fees associated with Airbox postpaid:**

A postpaid customer shall be given a 5G router (*of value Rs 11,999 inc of VAT*) for FREE. However, the following charges shall apply depending on the postpaid contract terms chosen by the customer.

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A: New 5G Airbox customer:

One Time Fee*	12 Months contract	24 Months contract	36 Months contract
5G Router Security Deposit	Rs 1500 Inc VAT	Rs 1000 Inc VAT	Not Applicable
Set Up Fee	Rs 2500 Inc VAT	Rs 2000 Inc VAT	Rs 1000 Inc VAT

B: Existing 4G Airbox customer migrating to Airbox 5G:

One Time Fee*	12 Months contract	24 Months contract	36 Months contract
5G Router Security Deposit	Rs 500 Inc VAT	Not Applicable	Not Applicable
Set Up Fee	Rs 1500 Inc VAT	Rs 1500 Inc VAT	Rs 1000 Inc VAT

\*Router Security deposit and Setup fee are one-time fees to be payable upon postpaid subscription of Airbox 5G. The Security deposit shall be refundable upon return of router in workable condition in case of disconnection. However, the setup fee is non-refundable.

## 10. Can I opt for a speed/volume top-up only for 1 month?

Yes, our Airbox 5G speed/volume top-up is available both as a one-time top up and on a recurring basis. In case you are opting for the top-up plans in the middle of the month, the price and the volume offered shall be on a prorated basis.

## 11. Can I take a 125M + 4TB Plan only?

125M + 4TB plan is a TOPUP plan. In order to benefit from Airbox 5G offer, it is mandatory to subscribe with a BASE PLAN of 75M +3TB first. It is only then that you can choose from any other Top-up options

### Example:

Subscriber A has a Base plan of 75M + 3TB and now wants to take a TOPUP plan of 125M +4TB, total benefit becomes: 200M + 7TB for the month.

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## **12. Is Fair Usage policy applicable on Airbox 5G.**

Yes, Fair usage policy shall be applicable in all Airbox 5G plans. After completion of allocated volume of the Airbox 5G plan, speed will be capped to 1Mbps download and 512 Kbps upload.

## **13. Is Eritel providing home security solutions?**

No. Eritel is only selling home security camera devices which are standalone PLUG and PLAY devices. It is important to note that the installation of the cameras (whether it is indoor or outdoor), the saving of the camera videos files and maintenance etc are not be under the responsibility of Eritel. The responsibility lies with customer in terms of security, maintenance and installation. Customers are advised to take help of expert home security services for the same.

## **14. Is Airbox 5G available on prepaid?**

Yes, Airbox 5G is also available in prepaid. Please visit our Eritel website [www.emtel.com/airbox5g](http://www.emtel.com/airbox5g) for more details.

## **15. What are the Airbox 5G plans available on prepaid?**

Three monthly prepaid plans are available on Airbox prepaid, Airbox 75M + 3TB, 150M + 5TB and 200M + 7 TB. You can choose any plan and browse with Airbox 5G anytime.

## **16. What is the validity of Airbox 5G prepaid Plans?**

All Airbox prepaid 5G plans have 30 days of validity.

## **17. How do I activate an Airbox 5G prepaid plan?**

Airbox 5G plans can be activated via the following modes:

- EPIN – exact epin of pack price.
- [www.emtel.com](http://www.emtel.com)
- Eritel APP
- Blink
- SMS – Send SUB 1200 or SUB 1600 or SUB 1800 to short code 8284.