

1. Reconnection fee waiver is for 'inactive' account and applicable for ALL types of accounts.
2. Outstanding bills must be paid in full and deposit may be required in order to reestablish the service.
3. Account activation will take place within 48 working hours.
4. New/Replacement of Smart Card (SMC) is available at all DST Counters (except Rimba Point, Yayasan, Tg Bunut and Temburong) and there will be an additional B\$40 charge. To collect the Smart Card, you need to show your ID and the payment receipt to proof that you have already paid the outstanding bills.
Please refer the table below for revised schedule of DST Counters operating hours during stay-at-home order period:

NOTICE

**To our Valued Customer, starting 17th March 2020
Kristal Astro Technical Service Centre & DST branches
shall operate as follows until further notice :**

Branches	Mon - Thur	Friday	Saturday	Sunday
Kristal Astro Technical Service Centre	9.00 am - 11.45 am 1.30 pm - 3.00 pm	9.00 am -11.00 am	9.00 am - 11.45 am 1.30 pm - 3.00 pm	CLOSED
Gadong Properties Tutong Kuala Belait	9.00 am - 3.00 pm	9.00 am -11.00 am	9.00 am - 3.00 pm	CLOSED
Rimba Airport Mall	12.00 pm - 8.00 pm	2.30 pm -8.00 pm	12.00 pm - 8.00 pm	
Temburong	9.00 am - 3.00 pm Monday & Thursday only	CLOSED		
Brunei International Airport	9.00 am - 8.00 pm			
Yayasan Tanjong Bunut	CLOSED			



*Please kindly take note that the operating hours shown above is valid until further notice

5. If you have any questions or require further assistance, please contact our Hotline at +673 8816 888 (during office hours only) or use our Online Enquiry/Feedback Form provided on our website www.kristalastro.com