

What to expect

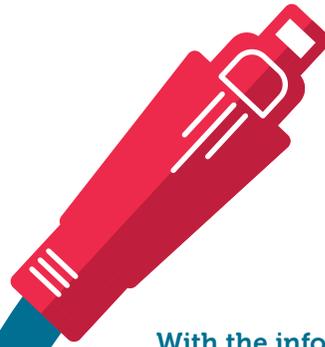
1  **Approx. 30 mins**

Site Survey

Our site surveyor will assess how best to lay the fibre cable. He will discuss with you the fibre termination point (FTP) and the best place for the network equipment.

Your role

- Confirm the fibre termination point and placement of equipment.
- Confirm and agree on the proposed cabling route.
- Work with your electrician and prepare 2 AC power sockets to be ready for service activation in Step 3.
- Let us know a time that is best for cable laying e.g. when least people are around to avoid disruption to your business.
- Singtel will obtain approval for cable laying works from the building management. For some cases, such as to expedite the approval, we will seek your assistance to hasten the process.



With the information gathered during site survey, our team will plan the fibre route and arrange for the cable laying resources.

This will take us about 5-7 days as some cable routes can be complex.

2  **Approx. 2-3 hrs**

Cable Laying

Our team will install the cables from your premises to the telecom equipment room.

Your role

- To minimize disruption, you can prepare for the cable-laying work by removing any obstruction that can prevent the work from proceeding.



3  **Approx. 30 mins**

Service Activation

Our team will set up the network equipment and demonstrate on a laptop that service has been activated.

Your role

- You can now contact your IT team/vendor to connect the broadband to your office network equipment such as routers, switches, laptops and printers.

Steps 2 and 3 will typically be completed within the same day.



Frequently Asked Questions

Site survey & installation

Do I need to get approval from the Building Management for access approval?

Prior to our site survey, Singtel will seek permission on your behalf from your building management (BM) for access to where the cables enter the building.

In some instances, your BM may require you to pay a non-refundable admin fee.

My office is relocating to a new building. How will this affect the installation?

As long as the Temporary Occupation Permit (TOP) has been obtained for the new premises, service installation can take place.



Your business operations

Will my ceiling and walls get damaged during cable laying?

During our site visit, Singtel's surveyor will assess and advise how best to lay the cables to minimise changes to the interior. Ideally, cables can be hidden in false ceilings. Our surveyor will always seek your approval on any changes in the installation plan before proceeding.

The cables may need to pass through the neighbouring premises. In such instances, their permission will be needed.

How much time does the cable laying process take?

It depends on the complexity and length of the required cabling. Our site surveyor will provide a time estimate during the site visit.

What disruptions can I expect during the installation process?

We will do our best to minimise any disruptions. Some drilling and equipment (e.g. ladders) may be involved for cable laying.

Service Activation

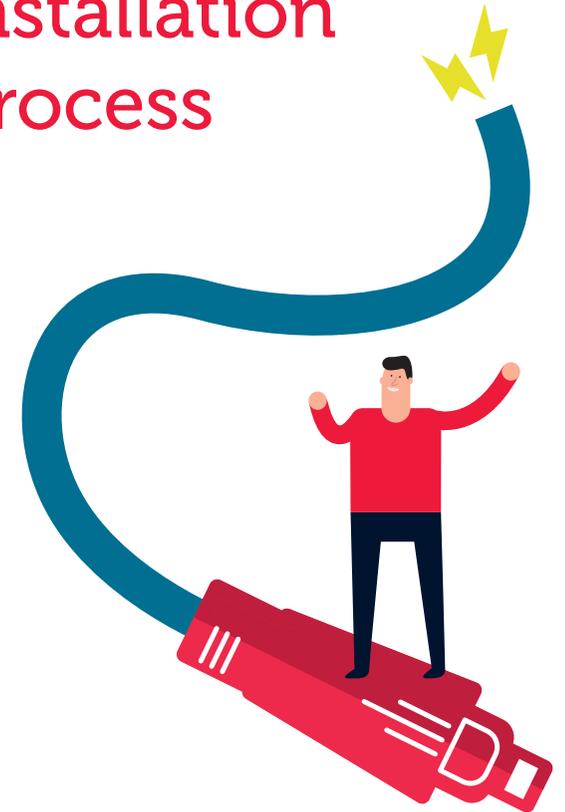
I have upgraded from ADSL to fibre broadband. When will the ADSL service be deactivated?

The ADSL service will be deactivated on the day of activation of your fibre broadband.

When do I start paying for my new fibre connection?

Billing will start on the day the service is activated. If this happens in the midst of your billing cycle, charges will be pro-rated accordingly.

Singtel business fibre broadband installation process



Applicable for services with dynamic or single static IP address

Business Care Hotline: 1606
Mon-Fri: 8am - 6pm,
Sat: 8am - 2pm
Sun & Public Holidays: Closed

