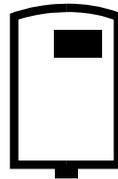


Double the bandwidth, double the possibilities.

Stay connected with 2Gbps bandwidth.

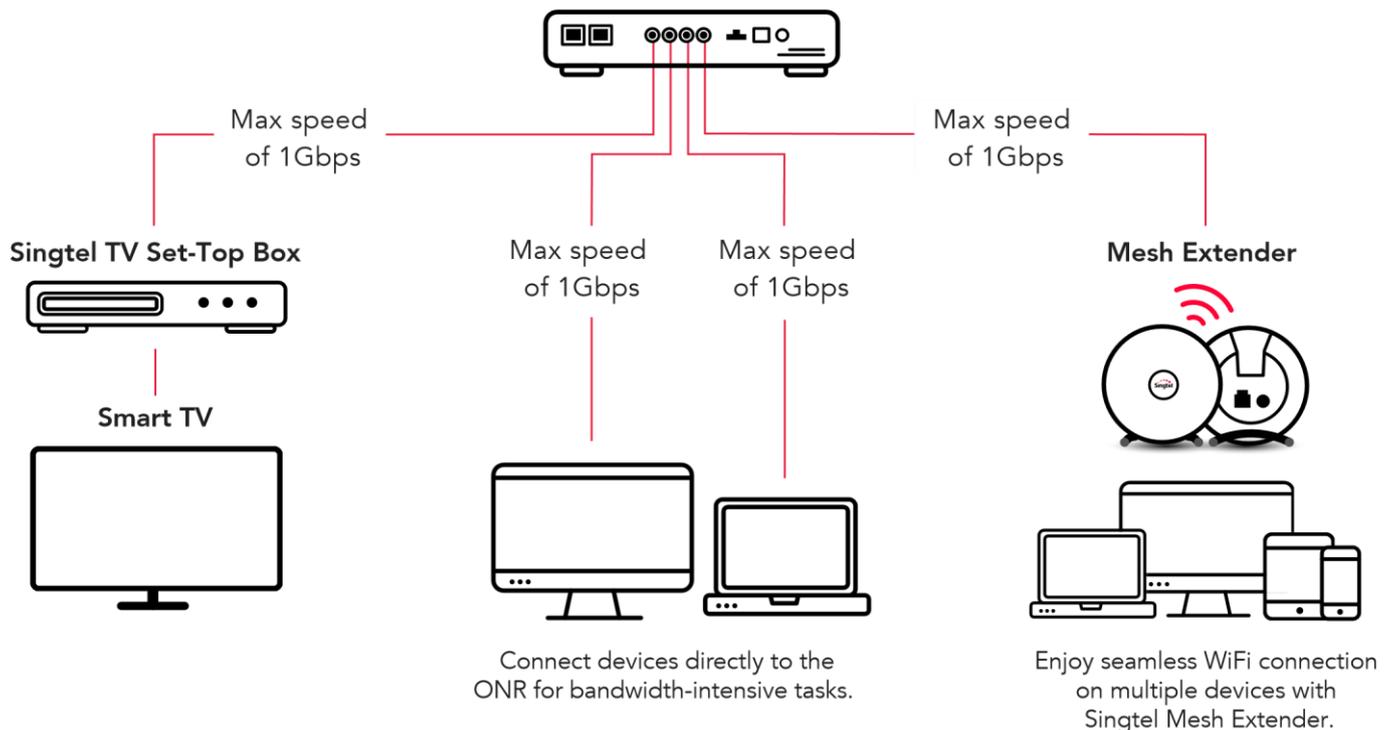
Fibre Termination Point



2Gbps Wan

Optical Network Router

With a combined bandwidth of 2Gbps, the Optical Network Router (ONR) will have 4 available wired connections, each transmitting at a maximum speed of 1Gbps.



Frequently Asked Questions

1. How does a 2Gbps single network work?

Our 2Gbps asymmetric bandwidth allows for a maximum download speed of 2Gbps and a maximum upload speed of 1Gbps on our GPON Optical Network Router (ONR). The ONR has 4 available active Gbe LAN ports that can each transmit at a maximum speed of 1Gbps to your Singtel Mesh Extender, third party router / access point, or Internet-enabled devices (e.g. computer, Smart TV) via a wired connection.

2. My Internet speed test is not going beyond 1Gbps. Is this normal?

Yes! Each wired connection on the Optical Network Router to your Singtel Mesh Extender, third party router / access point, or Internet-enabled devices can transmit up to a maximum speed of 1Gbps. However, the combined concurrent download bandwidth of all these connected devices in your home is 2Gbps.

3. What is the benefit of having a single network in the home?

By having a single network on a single IP address, all the connected devices within your home are able to view / access each other within a local network, so that you can share files, videos, and photos with ease. For example, your tablet can access your connected shared home storage to download a photo and send it to your home printer.

4. What is offered in the 2Gbps Fibre Home Bundle?

The 2Gbps Fibre Home Bundle offers you a combined 2Gbps bandwidth on a single Fibre Broadband network for your home. This bundle comes with an Optical Network Router (ONR) and a pair of Singtel Mesh Extender at a monthly price of \$69.90 for 24 months.

5. Will a new wireless router be issued when I sign up for the 2Gbps Fibre Home Bundle?

No, a Singtel Mesh Router will not be issued with the sign-up of the 2Gbps Fibre Home Bundle. The Optical Network Router (ONR) provided as part of the bundle works and integrates the functions of both an Optical Network Terminal (ONT) and the router.

6. How can I enjoy my Fibre Broadband service via WiFi?

You can enjoy your Fibre Broadband service via WiFi by connecting your Internet-enabled devices wirelessly to the Singtel Mesh Extender that acts as Access Points (AP).

7. Can I use a third party router in conjunction with my Optical Network Router (ONR)?

Yes, you can use any third party router that can be configured to work as an Access Point (AP) when connected to your ONR.

8. I would like to get better WiFi coverage throughout my house. Can I connect more than one third party router / access point to my Optical Network Router (ONR)?

With the pair of Singtel Mesh Extender provided in your bundle, you can position each of the two Mesh units in separate locations to expand the WiFi coverage throughout your home. To boost your WiFi coverage further, you can purchase additional Singtel Mesh Extender units and pair them with your existing Mesh units, allowing you to use the same SSID and switch seamlessly between the Mesh units in your home for an uninterrupted WiFi experience.

9. I am a new Singtel Broadband customer and would like to sign up for the 2Gbps Fibre Home Bundle. Will there be any free delivery and installation provided by Singtel?

Yes! You will be able to enjoy a FREE delivery and installation on your preferred Singtel installation appointment date.

Frequently Asked Questions

10. I am an existing Singtel Fibre Broadband customer and would like to recontract on the 2Gbps Fibre Home Bundle. Do I have to do a self-collection of my equipment?

If you would like to recontract to the 2Gbps Fibre Home Bundle, you will not need to self-collect your equipment or hardware. Singtel will provide a FREE delivery and installation on your preferred Singtel installation appointment date, so that we can swap your current ONT to the Optical Network Router (ONR).

11. I am an existing Singtel ADSL Broadband customer and would like to migrate to the 2Gbps Fibre Home Bundle. Will there be any free delivery and installation provided by Singtel? What will happen to my previous router charges?

Yes! You will be able to enjoy a FREE delivery and installation on your preferred Singtel installation appointment date. Your previous router charges of \$180 will be waived if the migration to Fibre service is completed within one month.

12. I am an existing Singtel Fibre Broadband customer and would like to recontract to the 2Gbps Fibre Home Bundle. Can I do so?

If you would like to recontract your Singtel Fibre Broadband plan, the current recontract policy will apply. Hence, you may recontract your price plan anytime if you meet the minimum contract term (according to the Reccontract Eligibility Policy). You may recontract to a same / higher speed price plan between from the 21st to 24th month of your contract period. However, if you wish to recontract to a lower speed price plan during this period, a downgrade charge will apply. If you have fulfilled the full 24 months of your existing contract, you may recontract to any fibre speed price plans.

13. I am an existing Singtel Fibre Broadband customer and would like to change my plan (i.e. NOT recontract) to the 2Gbps Fibre Home Bundle. Can I do so?

If you would like to change your Singtel Fibre Broadband plan, the current plan upgrade policy will apply. Hence, you may upgrade your price plan anytime (according to the Change Plan Eligibility Policy). However, if you wish to change plan to a same / lower speed price plan, a downgrade charge will apply.

14. Is there an option of 12-month contract on the 2Gbps Fibre Home Bundle?

No, currently the 2Gbps Fibre Home Bundle only comes with a 24-month contract.

15. I am an existing Singtel Fibre Broadband customer on a 12-month contract plan. Can I change plan / recontract to a 24-month contract 2Gbps Fibre Home Bundle within my current contractual period?

No. You can only change plan / recontract to the 24-month 2Gbps Fibre Home Bundle on the 12th month of your existing contract term.

16. Can I sign up for Singtel Broadband Add-ons with the 2Gbps Fibre Home Bundle?

Yes! You can sign up for our suite of Broadband Add-ons with the 2Gbps Fibre Home Bundle.

17. Does the 2Gbps Fibre Home Bundle come with Singtel TV Packs?

No. The 2Gbps Fibre Home Bundle does not come with Singtel TV Packs. However, you can always kickstart your entertainment by signing up for your preferred pack among our selection of Singtel TV Packs. For more information, please visit: <https://www.singtel.com/personal/products-services/tv/packs>

Frequently Asked Questions

18. What download speeds can I expect from the 2Gbps Fibre Home Bundle?

You can expect a combined total bandwidth of 1.6 - 1.8Gbps* for our 2Gbps Fibre Home Bundle. For a single connection from a device/laptop over wired Gigabit Ethernet LAN, the typical download speed will be up to 900Mbps (local)#. However, many factors affect the download speed and delivery of Internet traffic. Some of these include the broadband device / equipment used, the type of Internet connection (wired LAN / wireless connection), the number of people and devices your broadband connection is shared with.

* The expected combined total concurrent download bandwidth is computed from measuring 2 concurrent download readings over 2 wired Gigabit Ethernet LAN connections.

The typical download speed range is computed to reflect that at least 90% of the time, a user should experience the lower bound speed or higher over a single Gigabit Ethernet LAN connection. Results above were validated in Jul - Sep '20. For more information, visit www.singtel.com/hbbspeed.

19. Is there bit throttling on the 2Gbps Fibre Home Bundle?

The 2Gbps Fibre Home Bundle is on a managed network, hence there is bit throttling. This means that the fibre plan comes with Internet traffic management of Bit Torrent or peer-to-peer (P2P) file-sharing activities. This benefits most Internet users because it ensures ample network bandwidth for all other Internet activities (e.g. video streaming, gaming, and web surfing).

20. Is my home ready for Fibre Broadband?

Fibre Broadband readiness depends on whether your home address is Home Passed or Home Reached. To check if your address is Fibre Broadband-ready, you can perform a coverage check on the NetLink Trust website.

21. My home is not ready for Fibre Broadband. What should I do?

If your home address is identified as Home Passed, you are not able to enjoy Fibre Broadband as a Fibre Termination Point (FTP) has not been installed in your home. To engage NetLink Trust to install an FTP at your home address, additional NetLink Trust installation charges will apply as such: high-rise residence at \$235.40, landed residence at \$481.50.

22. Can I purchase my own equipment instead of using the devices issued by SingNet?

All the necessary equipment to enable your Singtel Fibre Broadband service will be provided by SingNet unless otherwise stated. Please note that SingNet does not guarantee and support equipment that is not type-approved by both IDA and SingNet.