



Singtel 10Gbps Enhanced – Frequently Asked Questions

1. How does our 10Gbps Enhanced network work?

Our 10Gbps symmetric bandwidth allows for equally fast upload and download speeds on our new XGS-PON Optical Network Router (ONR). The ONR has 1x 10Gbps active LAN port that can transmit at a maximum speed of up to 10Gbps, and 4x available active Gbe LAN ports that can each transmit at a maximum speed of 1Gbps. These ports can transmit to your ASUS ROG GT-AX11000 Pro Router, Singtel Mesh Extenders, third party router / access point, or Internet-enabled devices (e.g., computer, Smart TV) via a wired connection. For more information on expected speeds, please visit www.singtel.com/personal/support/broadband/typical-download-speeds

2. What are the system requirements I need for 10Gbps Enhanced?

End User	Macintosh	PC
Processor	Apple M1 chip with 8-core CPU, 7-core GPU, 16-core Neural Engine or better	Intel i5-7600 Quad Core 3.5 GHz CPU System or better
System Memory	16GB RAM minimum	16GB RAM minimum
Hard Disk	256GB SSD minimum	256G SSD minimum
OS	MacOS 13 minimum	Windows 11 minimum
Cable	Cat6/6a cable minimum	Cat6/6a cable minimum
Required Connection Port	10 Gigabit Ethernet port (10G Base-T) network card OR Thunderbolt 3 / USB 3.1 Gen2 port , with Thunderbolt 3 to 10GbE NBASE-T RJ-45 adapter (Recommended QNAP QNA-T310G1T)	10 Gigabit Ethernet port (10G Base-T) PCIe Network Adapter with backward compatibility of 5/2.5/1G and 100Mbps; RJ45 port and built-in QoS (Recommended ASUS XG-C100C)
Additional Notes	<p>How do I optimize my internet speed?</p> <p>Quit applications running on your computer that are taking up a good chunk of your bandwidth for downloading.</p> <ol style="list-style-type: none"> 1. Disable security software such as anti-virus and firewall that are interrupting your network traffic. 2. Limit the number of computers/devices concurrently connected. For best performance, always limit to 1 device when doing your speed test. This is to ensure no other devices are hogging your bandwidth, thus affecting the speed. 3. Use a Wired Connection instead of a wireless connection, as wireless connections are subject to environmental factors. 	

3. My Internet speed test is not going beyond 1Gbps. How do I enjoy 10Gbps?

Wired connections on the Optical Network Router on the 4x 1GbE Ethernet LAN ports to your Singtel Mesh Extenders, third party router / access point, or Internet-enabled devices can transmit up to a maximum speed of 1Gbps. To enjoy up to a maximum of 10Gbps speeds, your device must have a compatible ethernet LAN port that supports up to 10Gbps and your destination app or web server must be connected to a high bandwidth link. There is also a maximum aggregate throughput of up to 10Gbps based on two concurrent download connections.

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

By having a single network at home, all the connected devices within your home can 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.

5. What is offered in the 10Gbps Enhanced Plan?

Our 10Gbps Enhanced Plan comes with an XGS-PON Optical Network Router (ONR) and an ASUS ROG Rapture GT-AX11000 Pro router or 4 Singtel Mesh Extenders at a monthly price of \$137.72/mth for 24 months. Fixed line is also bundled into the 10Gbps Enhanced Plan.



6. Will a new wireless router be issued when I sign up for the 10Gbps Plan?

New signups will be issued either an ASUS ROG Rapture GT-AX11000 Pro or 4 Singtel Mesh Extenders. The XGS-PON Optical Network Router (ONR) provided as part of the bundle works and integrates the functions of both an Optical Network Terminal and the router.

7. 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 WiFi 6 Devices that acts as Access Points (AP).

8. 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.

9. 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)?

The ONR has 1 10Gbps LAN port and 4 GbE LAN ports that that you can connect your equipment to. You can purchase additional Singtel Mesh Extenders and position them in separate locations to expand the WiFi coverage through your home to enjoy a wider WiFi coverage in your home

10. I am a new Singtel Broadband customer and would like to sign up for the 10Gbps Enhanced Plan. 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.

11. I am an existing Singtel Fibre Broadband customer and would like to recontract to the 10Gbps Enhanced Plan. 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 Recontract 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.

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

If you would like to recontract to the 10Gbps Enhanced Plan, 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 or ONR to the new XGS-PON Optical Network Router (ONR).

13. I am an existing Singtel Fibre Broadband 10Gbps customer. What will happen to my existing service?

Our customer care team will contact you regarding the migration of your current 10Gbps service! If you are currently in-contract, you will continue your contract as per the original contract end date. However, we would advise for all customers to recontract such that they can enjoy our new router!

14. I am an existing Singtel Fibre Broadband customer (not on 10Gbps) and would like to change my plan (i.e. NOT recontract) to the 10Gbps Enhanced Plan. 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.

15. Is there an option of 12-month contract on the 10Gbps Enhanced Plan?

No, currently the 10Gbps Plan only comes with a 24-month contract.



16. I am an existing Singtel Fibre Broadband customer on a 12-month contract plan. Can I change plan / recontract to a 24-month contract 10Gbps Enhanced Plan within my current contractual period?

No. You can only change plan / recontract to the 24-month 10Gbps Enhanced Plan on the 12th month of your existing contract term.

17. Can I sign up for Singtel Broadband Add-ons with the 10Gbps Enhanced Plan?

Yes! You can sign up for our suite of Broadband Add-ons with the 10Gbps Enhanced Plan.

18. Does the 10Gbps Enhanced Plan come with Singtel TV Packs?

No. The 10Gbps Enhanced Plan 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>

19. What download speeds can I expect from the 10Gbps Plan?

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. For more information, visit www.singtel.com/personal/support/broadband/typical-download-speeds

20. Is there bit throttling on the 10Gbps Enhanced Plan?

The 10Gbps Enhanced Plan 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).

21. Is my home ready for 10Gbps 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.

22. My home is not ready for 10Gbps 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 \$162, landed residence at \$291.60.

23. 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.

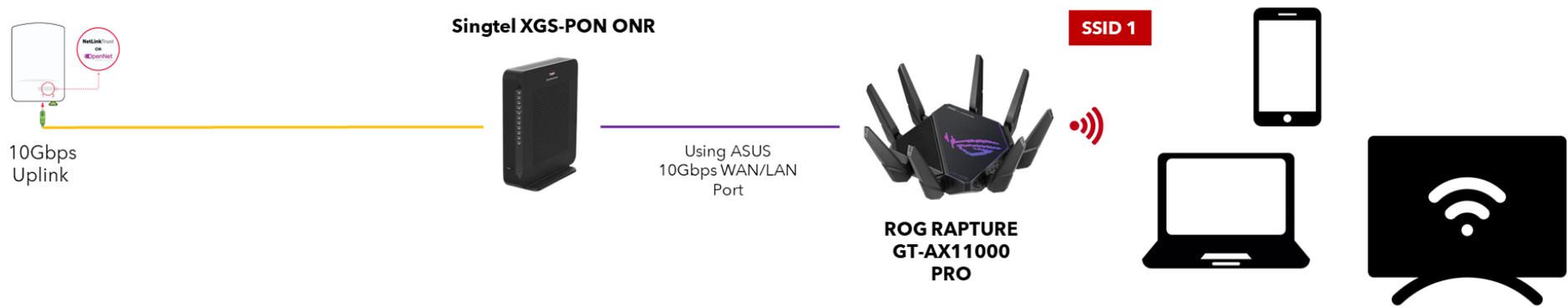


Potential Home Setups

Option 1 - 10Gbps Wireless Connectivity

Legend

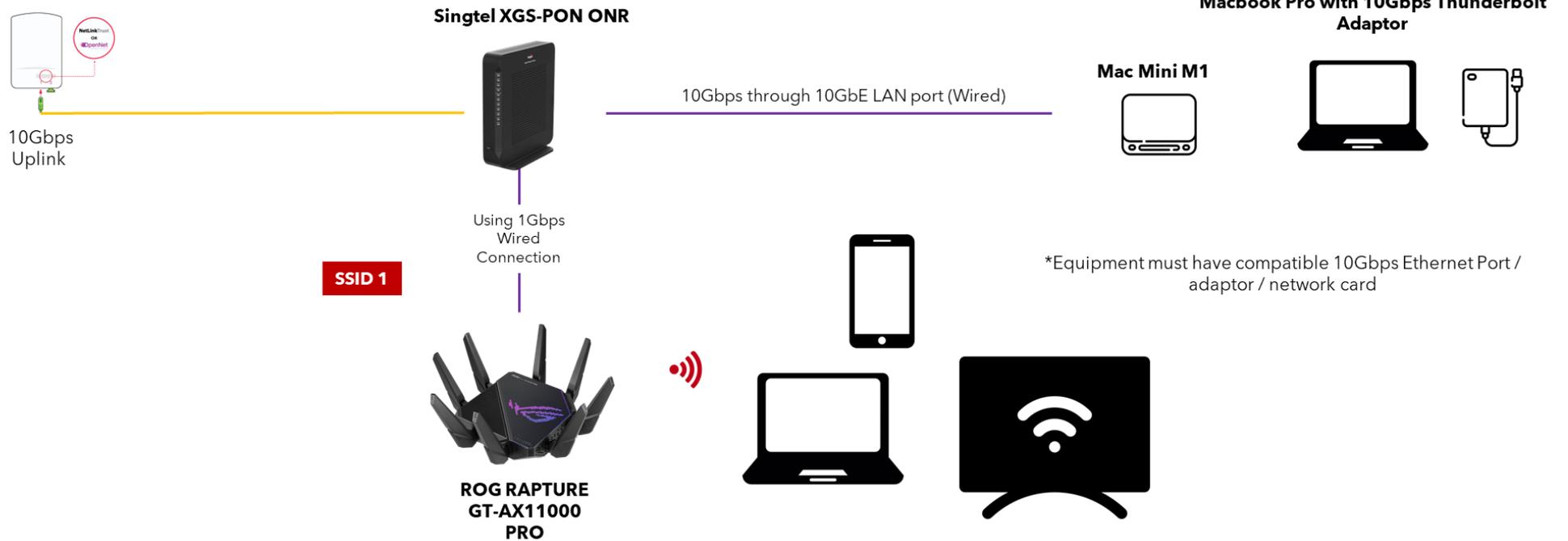
- Wired to device
- Fibre optic cabling
- WiFi Connection



Option 2 - 10Gbps Wired Connectivity

Legend

-  Wired to device
-  Fibre optic cabling
-  WiFi Connection



Option 3 - 10Gbps Wired Connectivity

Legend

-  Wired to device
-  Fibre optic cabling
-  WiFi Connection

