



Closure of Singtel ADSL Service FAQ

1. Why is Singtel closing the ADSL services?

Our Fibre-based Next Generation Broadband Network offers speeds 100 times faster than our ADSL network. As a result, you will experience a vast improvement in your web-surfing and online entertainment experiences. To facilitate this move, we will be closing our ADSL service and guiding our ADSL customers to come on-board the latest Fibre-based service.

2. How will this closure affect me?

We will close Singtel ADSL service in planned stages. We are progressively reaching out to affected customers with a notification letter from 11 September 2017. The closure date of your ADSL service plans will be indicated in the letter. Once your ADSL service(s) is closed, you will not be able to use your ADSL Broadband, TV and Home Digital Line services. We encourage you to move to our Fibre service at the earliest date to avoid any service disruption.

3. My ADSL service(s) is still in contract. What do I need to do?

You can switch to our special Fibre package stated in your letter. There will be no early termination charge if you transfer your ADSL service(s) to our Fibre network.

4. Will there be any service termination penalty charges if I do not wish to move to Singtel Fibre service(s)?

For termination of your Broadband and/or Home Digital Line services on ADSL, no penalty charges will be imposed.

For termination of your Singtel TV service on ADSL, no penalty charges will be imposed if the following items are returned:

- Singtel TV Set-Top Box
- Remote control
- Related power adaptor and accessories

If you do not return these TV equipment upon termination of Singtel TV service, we will deem it as loss of TV equipment and the following charges are applicable:

TV Equipment	Charges (with GST)
High Definition Set-Top Box	\$120
High Definition Digital Video Recording Set-Top Box	\$220
Power Adaptor	\$21.40
Remote Control	\$10

5. How do I transfer from Singtel ADSL to Singtel Fibre Service(s)?

Please contact us via any of the contact options listed below.

- Special hotline indicated in the notification letter
- Visit any Singtel shop
- For subscribers with Fibre Broadband and bundled broadband plans with Singtel TV, visit <https://www.singtelshop.com/recontract>
- For subscribers with Singtel TV only, visit www.singtelshop.com/tvupgrade
- Call 1609

6. What will happen to the contract balance of my Singtel ADSL service(s) after I moved to Singtel Fibre service(s)?

For customers on mio Home bundled plan (Singtel ADSL Broadband and TV)

Your current contract will be terminated and you will start your new Singtel Fibre Broadband, Home Digital Line and Singtel TV services on Fibre network on a 24-month contract.

For customers on Singtel ADSL Broadband plan only

Your current contract will be terminated and you will start your new Singtel Fibre Broadband service plan on a 24-month contract.

For customers on Singtel TV on ADSL plan only

If you are subscribed to Singtel TV on ADSL, you can transfer your ADSL service(s) to our Fibre network without needing to re-contract your Singtel TV Pack. There will be no change to your current Singtel TV package.

For customers subscribing to Home Digital Line on ADSL only

Your current contract will be terminated and you will start a new Singtel Home Digital Line on Fibre service plan with a 6 months contract, with no change to your subscription price and phone number.



7. What is needed to set up my Singtel Fibre service?

Our Fibre Broadband installers will take care of the set-up entirely hassle-free for you. A Fibre Termination Point (FTP), Optical Network Router (ONR), and an Access Point (AP) for your Singtel Fibre service(s) will be provided free of charge.

8. Will I experience any downtime if I transfer from ADSL service(s) to Singtel Fibre service(s)?

Yes, you may experience short downtime on your existing services (Broadband, TV and telephone) during the Fibre service installation. After the installation, your service will resume immediately.

9. What will happen to my SingNet email account?

If you transfer your ADSL service(s) to our Fibre network, all your mailbox data, email contacts and the same email ID will be retained. Otherwise, your SingNet email account will be terminated with effect from the stated cessation date in the notification letter. However we strongly encourage you to backup all your email content before migration.

Click [here](#) for the step by step guide to back up your email content.

10. What will happen to my SingNet email account and other Broadband Value Added Service(s) if I do not move to Singtel Fibre service(s)?

Your SingNet email account and all other Broadband Value Added Service(s) on ADSL will be terminated with effect from the stated closure date in the notification letter.

11. What will happen to my Singtel Home Line / Home Digital Line?

There will be no change to your subscription fees, phone number and any value-added service when you upgrade your Singtel Home Line / Home Digital Line services. Otherwise, your Singtel Home Line / Home Digital Line will be terminated with effect from the closure date stated in the letter.

12. Is there a price difference between Home Digital Line on Fibre and Singtel Home Line (analogue telephone service)?

Free unlimited local calls for Home Digital Line. Call traffic charges are applicable for Singtel Home Line. The charges on telephony add-on services may also vary.

Singtel Home Line Outgoing Call Charges

Time	Rates
Monday to Friday (9am to 7pm)	0.86 cents per 30-second block
Monday to Friday (7pm to 9am)	0.86 cents per 60-second block
Saturday, Sunday and Public Holidays (whole day)	0.86 cents per 60-second block

13. Do I need to pay additional for the Home Digital Line, Wireless AC Dual Band Router, Fibre Termination Point Installation and Router Installation that come with the Fibre Broadband package?

No, we will absorb the charges. Fibre Termination Point installation fee of \$160.50 for customers residing in high-rise buildings and \$288.90 for customers residing in landed properties will be waived. Router Installation worth \$90.00 on weekdays will be waived.

14. How do I sign up for Singtel Fibre Broadband and/or TV on Fibre if my premise is not Fibre-ready?

Please contact us via any of the contact options listed below.

- Special hotline indicated in the notification letter
- Visit any Singtel shop
- Visit <https://www.singtelshop.com/recontract> to subscribe Fibre Broadband and bundled broadband plans with Singtel TV
- Visit www.singtelshop.com/tvupgrade to subscribe Singtel TV only
- Call 1609

15. What should I do if I am going to relocate to a new house where there is no Fibre coverage?

Please contact us via any of the contact options listed below.

- Special hotline indicated in the notification letter
- Visit any Singtel shop
- For subscribers with Fibre Broadband and bundled broadband plans with Singtel TV, visit <https://www.singtelshop.com/recontract>
- For subscribers with Singtel TV only, visit www.singtelshop.com/tvupgrade
- Call 1609



16. Is there additional wiring required to transfer my ADSL service(s) to Singtel Fibre service(s)?

It depends on the set up of your home and we have wireless solutions for your fibre needs. You can contact us via any of the contact options listed below for a consultation.

- Special hotline indicated in the notification letter
- Visit any Singtel shop
- For subscribers with Fibre Broadband and bundled broadband plans with Singtel TV, visit <https://www.singtelshop.com/recontract>
- For subscribers with Singtel TV only, visit www.singtelshop.com/tvupgrade
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