FAQ

Q: Do I have to connect to Singtel Fibre Broadband in order to use Wi-Fi 6 devices?

You will be able to use the devices anywhere as long as there is an Internet connection. However, you must be a Singtel Fibre Broadband subscriber to purchase the devices.

Q: What are the minimum requirements for using Wi-Fi 6?

You will require broadband Internet access, a router and power supply to use the WiFi Mesh.

Q: Which Singtel-issued ONT/ONR are the Wi-Fi 6 routers compatible with?

Our Wi-Fi 6 routers are compatible with all existing ONT/ONR routers.

Q: If I use routers which are not Singtel-issued, will the WiFi Mesh work?

Please refer to the individual Wi-Fi 6 router manufacturers for queries on compatibility with non-Singtel issued devices.

Q: Do I need to plug Wi-Fi 6 routers to a power outlet?

Yes, you have to plug Wi-Fi 6 routers to power outlets.

Q: How should I set up the Wi-Fi 6 router?

Please refer to the individual setup guides for each router as the set-up process may differ.

Q: Can I purchase additional Wi-Fi 6 device(s) as a top up together with my Fibre plan?

Yes, you can purchase additional Wi-Fi 6 devices for more optimised WiFi connectivity. You can proceed to purchase it at https://www.singtel.com/personal/products-services/broadband/premiums.

Q: Singtel markets Singtel WiFi 6 routers and mesh extenders to have achieved CLS Level 4 certification. Why am I still receiving units that shows it is only certified Level 1?

All existing customers who already received and installed these routers, rest assured that we have already upgraded the firmware of your device to the CLS Level 4 compliant firmware, which means that your device has already met CLS Level 4 requirements although the physical label on it may show Level 1.

1. If our installers are installing for you, rest assured they will upgrade to the latest firmware and your device will meet CLS Level 4.
2. If you have just self-collected or self-installed, your device firmware will also update automatically to the latest firmware and your device will meet CLS Level 4
3. To verify whether you are on the latest firmware, you can simply check by logging in to MSTA and select "Manage WiFi" - > "Update Firmware". If your device requires an update it will be highlighted with a yellow exclamation mark. Alternatively, you can access the GUI of your device and check the version on the top right of the page.
4. If you are still running on older firmware versions, we recommend you update to the latest firmware version. Simply log in on MSTA and select "Manage WiFi" - > "Update Firmware" or visit https://www.singtel.com/personal/support/broadband/how-to-download-latest-firmware for more information.

Q: Why is my new equipment still labelled with CLS Level 1 instead of CLS Level 4?

As we have recently attained CLS Level 4, we are still in transition to the Level 4 label. Rest assured that being on the latest firmware makes it Level 4 certified. To verify your firmware, refer to above question.

If you wish to have the Level 4 Label, you may self-collect the Label from +Serv Redemption Centre from 1 March.