



## 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?**

A: 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>.