

## Home Priority Plans FAQs

1. **What is the difference between Singtel Home Priority and Home Priority Plus plan?**

The **Home Priority plan, 2Gbps Fibre with Singtel Mesh extenders** consists of two dedicated 1Gbps fibre connections and four free units of **Singtel Mesh extenders** to provide WiFi coverage for larger, single-storey homes. The monthly subscription is \$88 with a 24-month contract.

The **Home Priority Plus plan, 2Gbps Fibre with Wi-Fi 6 Netgear Orbi Mesh** consists of two dedicated 1Gbps fibre connections and four free units of Netgear Orbi Mesh to provide superior WiFi coverage for every level of the multi-storey homes. The monthly subscription is \$128 with a 24-month contract.

2. **I am a new Singtel Broadband customer and would like to sign up for the Home Priority or Home Priority Plus plan. Is service installation included in the plan?**

You will enjoy free service installation worth \$145 and free delivery of the equipment with a new sign up for our Home Priority or Home Priority Plus plan.

3. **I am an existing Singtel Fibre Broadband customer and would like to recontract to the Home Priority plan. Do I have to do a self-collection of my equipment?**

You will not need to self-collect your equipment. Singtel will provide free service installation and free delivery of the equipment on your preferred Singtel installation date.

4. **I am an existing customer who is still in contract for 1Gbps Fibre Broadband. Can I recontract my plan to the Home Priority or Home Priority Plus plan?**

Yes, you may recontract to the Home Priority or Home Priority Plus plan anytime with a new 24-month contract.

5. **I am an existing customer who is still in contract for the 1Gbps Fibre Broadband with WiFi mesh plan. Can I upgrade my plan to the Home Priority or Home Priority Plus plan?**

No, the current recontract policy will apply. You may recontract to a same/higher speed price plan between the 21<sup>st</sup> to the 24<sup>th</sup> month of your contract period.

To find out if you are eligible for recontract, you can do so via My Singtel App. More instructions can be found [here](#).

6. **I am an existing Singtel Fibre Broadband customer on a 12-month contract plan. Can I recontract to a 24-month contract Home Priority or Home Priority Plus plan within my current contractual period?**

No. You can only recontract to the 24-month Home Priority or Home Priority Plus plan on the 12th month of your existing contract term.

7. **I am an existing Singtel Fibre Broadband customer and would like to change my plan (i.e. NOT recontract) to the Home Priority or Home Priority Plus 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.

**8. Is there an option of a 12-month contract on the Home Priority or Home Priority Plus plan?**

No, the Home Priority and Home Priority Plus plan only comes with a 24-month contract.

**9. Can I sign up for Singtel Broadband Add-Ons with the Home Priority or Home Priority Plus plan?**

Yes. You can sign up for our suite of Broadband Add-Ons [here](#).

**10. Does the Home Priority or Home Priority Plus plan come with Singtel TV Packs?**

No, the plans do not come with Singtel TV Packs. However, you can check out our Singtel TV Packs [here](#).

### Technical Enquiries

**1. 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.

**2. Will a new wireless router be issued when I sign up for the Home Priority or Home Priority Plus Plan?**

No, a Singtel Mesh Router will not be issued with the sign-up of the Home Priority or Home Priority Plus plan. 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.

**3. 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.

**4. What download speeds can I expect from the Home Priority or Home Priority Plus plan?**

You can expect a combined total bandwidth of 1.6–1.8Gbps\* for both Home Priority plans. 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](http://www.singtel.com/hbbspeed).*

#### **5. Is there bit throttling on the Home Priority or Home Priority Plus plan?**

These plans are on a managed network, hence, there is slight throttling. This means that the fibre plan comes with Internet traffic management of BitTorrent 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).

#### **6. 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 [here](#).

#### **7. 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 \$150 (\$160.50 with GST), landed residence at \$270 (\$288.90 with GST).

#### **8. Can I purchase my own equipment instead of using the devices issued by Singtel?**

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

### **Others**

#### **1. What will happen during the installation appointment?**

During installation, our specialised team of tech experts will assist with the installation of the equipment in your premise. Upon arrival, they will also conduct a coverage check of your premise and offer customised advice on the optimal set-up to maximise your internet connection and minimise dead spots.

#### **2. I would like to change my installation appointment. How can I do so?**

Appointment details can be changed up to 2 working days before the actual day. To change your installation appointment, you can either call in to 1688 or do so via My Singtel App. You can find out how to do so [here](#).

#### **3. What is included in the complimentary site survey? How do I know if I qualify for it?**

The complimentary site survey is exclusive for all customers who signed up for the Home Priority Plus plan and are currently staying in multi-storey homes.

During the site survey, our specialised team of tech experts will identify the best implementation of the Orbi Netgear Wi-Fi 6 mesh and check for wiring compatibility

issues that might exist for multi-storey homes. This is to ensure the best connection on every level of your landed home.

**4. I need to change my site survey appointment. What should I do?**

You can call in to 1688 to request to change your site survey appointment.

**5. I am facing a technical issue with my broadband connection. What should I do?**

You can get in touch with a dedicated team of Customer Care Officers via our hotline number, 1609. For unresolved issues that require an on-site visit, you can expect a technician to be on your premises within 2 hours from the time of arrangement of the on-site visit. This applies to requests made before 6pm. Otherwise, you can expect an on-site visit to be scheduled between 9-11am the next day.