



Singtel Fibre Broadband Terms and Conditions

Critical Information Summary

1. All prices stated are inclusive of 7% GST. Prices will be adjusted according to prevailing GST rates.
2. Valid for residential customers within fibre serviceable coverage.
3. A registration charge of \$53.50 is applicable for all Fibre Home Bundle plans.
4. 2Gbps Fibre Broadband Plan allows for the maximum of 1Gbps per router port, and an aggregated maximum of 2Gbps per household. Speed testing on any individual port will show a maximum of 1Gbps. For more info on 2Gbps Fibre Home Bundle set-up, refer to www.singtel.com/2GbpsDetails
5. Customer can enjoy unlimited incoming calls on Singtel Telephone Line Service. Outgoing local call is charged at 0.86 cents per 30-second block for peak period (Monday to Friday, 9am to 7pm, excluding Public Holidays), and 0.86 cents per 60-second block for off peak period (all other time periods).
6. Singtel Home Digital Line unlimited local calls do not include 1900 and IDD calls. Home Digital Line does not work on Private Automated Branch Exchange ("PABX") and security alarm systems.
7. Paper bill statements will be sent on a monthly basis to the registered address. To convert to electronic billing for all accounts under the same NRIC, please sign up at <http://www.singtel.com/mybill>. Do note that paper bill statements will cease to exist once you have signed up for electronic billing.
8. For Customers on electronic billing to continue receiving paper bills, log on to Singtel myBill account at <http://www.singtel.com/mybill> to submit the request. Each paper bill will be chargeable at \$0.54 each.
9. For the duration of the Agreement, Customer must be the owner of the Installation Address premises, or have permission from the owner of the Installation Address premises for the installation and provision of the Service to the Installation Address. If Customer ceases to be the owner of the Installation Address premises or no longer has permission from the owner of the Installation Address premises for the installation and provision of the Service to the Installation Address, SingNet will have the right to immediately terminate this Agreement upon notification to Customer, and Customer may be liable for all applicable Early Termination Charges.
10. The following terms and conditions are also incorporated by reference:
 - (a) Singtel's General Terms and Conditions of Service (<http://info.singtel.com/terms-general>); and
 - (b) Singtel's Billing Terms and Conditions (<http://info.singtel.com/terms-billing>); and
 - (c) Specific Terms and Conditions for SingNet Service (<http://info.singtel.com/terms-broadband>); and
 - (d) Singtel Fibre Broadband Specific Terms and Conditions (http://www.singtel.com/FibreBroadBand_FullTermsAndConditions); and
 - (e) Specific Terms and Conditions of SingNet applicable for Add-on Service (<http://info.singtel.com/terms-broadband-addons>); and
 - (f) Specific Terms and Conditions for Singtel's Telephone Line Service and each Add-on Service (<http://info.singtel.com/terms-telephone-line>); and
 - (g) Specific Terms and Conditions for Singtel Home Digital Line Service and each Add-on Service (<http://info.singtel.com/terms-home-digital-line>); and
 - (h) Specific Terms and Conditions of Singtel Fibre Broadband applicable for Cast App (www.cast.sg/termsandconditions); and
 - (i) NetLink Trust Terms and Conditions (<http://www.netlinktrust.com/residential/what-to-expect/opennet-fibre-installation-terms-conditions/>); and
 - (j) SingNet's Promotion Terms and Conditions as at the date of this Agreement; and (k) The General Information printed on the back of this application, including any amendments that may be made to these terms from time to time.



Minimum Subscription Period / Early Termination Charges

- 11. The Minimum Subscription Period of each of the Services under this Agreement is as set out above.
- 12. Customers on Fibre plans with premium top-up are not allowed to make any changes to the premium after sign-up.
- 13. To terminate or change your Service, please call the Customer Service Hotline at 1688.
- 14. Termination of individual services within the Singtel Fibre Bundle is not allowed. Termination of one or more of the services shall be deemed as termination of the entire Singtel Fibre Bundle.
- 15. In the event that this Agreement is terminated for any reason within the Minimum Subscription Period, an Early Termination Charge is applicable.
- 16. The Early Termination Charge is calculated by the following formula: Monthly Fee x Remaining Months of the Minimum Subscription Period (including the month in which termination occurs) = Early Termination Charge.
- 17. On termination of the Agreement, the customer shall immediately pay all outstanding fees or charges.

Upgrade or Downgrade

- 18. There will be no charge if the Customer upgrades his Service to a higher speed plan during the Minimum Subscription Period.
- 19. If the Customer wishes to downgrade the existing Service to a lower speed plan, or to another plan with the same speed, during the Minimum Subscription Period, Downgrade Charge is applicable.
- 20. The Downgrade Charge is the same as the Early Termination Charge and is calculated according to the formula set out the table in clause 14.
- 21. For avoidance of doubt, payment of the Downgrade Charge does not remove any obligation to complete the Minimum Subscription Period. The Minimum Subscription Period will continue to subsist. In the event that this Agreement is terminated for any reason within the Minimum Subscription Period, an Early Termination Charge is applicable.
- 22. Customers on Fibre Home Bundle plans with premium top-up are not allowed to upgrade or downgrade their Fibre Home Bundle plans during their minimum subscription period.

NetLink Trust Installation

- 23. NetLink Trust Fibre Termination Point installation fee of \$160.50 (high-rise) or \$288.90 (landed) for households without Fibre Termination Point installed, may apply.
- 24. In the event of Fibre Termination Point installation promotion, \$160.50 of the NetLink Trust installation fee will be waived. Customers residing in high-rise buildings will not be required to pay for NetLink Trust installation fee. Customers residing in landed properties will be require to pay a balance of \$128.40. In the event whereby installation is not required, this waiver amount cannot be used to offset any other charge(s). This waiver only applies to the first Fibre Termination Point, and does not include re-installation of Fibre Termination Point.
- 25. A Service Activation Charge of \$56.71 will apply for every new NLT Fibre port activation. It covers works related to patching at the Main Distribution Frame(MDF) room, Fibre Interface Point(FIP) and/or Fiber Distribution Point(FDP) as well as any subsequent corresponding un-patching at the MDF room arising from order deactivation, termination or service relocation (from Premise A to B).
- 26. NetLink Trust installation charges are determined by NetLink Trust. These charges will be billed by Singtel.
- 27. Depending on the fibre coverage status indicated by NetLink Trust, there may also be other processes required to facilitate installation of the Fibre terminal point at your premise before SingNet can proceed to install fibre services.

SingNet Fibre Broadband Associated Charges

- 28. SingNet Fibre Broadband associated charges are as set out below.

	Charges
NetLink Trust Installation	
NetLink Trust Fibre Termination Point installation fee	\$160.50 (high-rise)
(includes first 15 meters of optical fibre)	\$288.90(landed)



NetLink Trust Service Activation Charge	\$56.71
Internal Cabling Charge for every subsequent 5 metres	\$2.14
Other Associated Charges (imposed by NetLink Trust)	
Re-location, repair, replacement and removal of the Fibre Termination Point	\$160.50 (high-rise) \$288.90 (landed)
Internal Cabling charge (applicable for Relocation, repair and replace)	\$2.14 per additional 5 metres block
SingNet Installation	
SingNet Installation Fee	\$90.00 (weekday)
	\$145.00 (weekend)
Wiring (Cat 5e) Charge for first 35 metres	\$80.25
Wiring (Cat 5e) Charge for every subsequent 5 metres	\$10.00
Wiring (Cat 6) Charge for first 35 metres	\$100.00
Wiring (Cat 6) Charge for every subsequent 5 metres	\$15.00
Change of SingNet Installation appointment, less than 2 days before Customer request date	\$53.50
Other Associated Charges	
Fibre Wiring Consultation Service	\$53.50
Configuration of Device	\$10.00
Service Cancellation Fee (before installation day)	\$217.21 (high-rise)
	\$345.61 (landed)
Transfer of Ownership	\$21.40
On-site Maintenance / Assessment Charge (other than faults caused by SingNet)	\$60.00

Singtel Telephone Line Service Associated Charges

29. Singtel Telephone Line Service associated charges are as set out below.

	Charges
New Line Connection Charge	\$ 53.50
Wiring Charge for first 50 metres (includes 1 st main point socket activation)	\$ 53.50
Wiring Charge for every subsequent 10 metres	\$ 10.70
Activation of subsequent socket	\$ 21.40
Transfer of Ownership	\$ 21.40
Change of Number	\$ 32.10
Reservation of Number	\$ 32.10

Singtel Home Digital Line Associated Charges

30. For Singtel Home Digital Line, a Residential Customer may apply up to a maximum of 2 lines per address.

31. Singtel Home Digital Line associated charges are as set out below.

	Charges
Wiring Charge for first 50 metres (includes 1 st main point socket activation, max. ceiling height of 3.3 metres)	\$ 53.50
Wiring Charge for every subsequent 10 metres	\$ 10.70
Activation of subsequent socket	\$ 21.40
Transfer of Ownership	\$ 21.40
Change of Number	\$ 32.10
Reservation of Number	\$ 32.10



SingNet Installation

32. SingNet installation covers installation of SingNet issued equipment, activation and demonstration of service. For Fibre Home Bundle customers, installation covers Optical Network Terminal/Router and wireless router/access point(s). For 10G Fibre Broadband customers, installation covers Optical Network Router and wireless router/access point(s).
33. Singtel reserves the right to replace router/access point(s) for Fibre Home Bundle at its sole discretion.
34. If installation appointment date or mode is changed by Customer request (e.g. changing from self-installation to SingNet installation), the installation fee will be charged based on the rate of the final appointment and appointment type.
35. For avoidance of doubt, in the event that SingNet is unable to access the premises due to the Customer's acts or omissions (e.g. Customer is out of the premises during the agreed installation appointment) resulting in rescheduling of installation, the SingNet Installation fee will not be waived.
36. Services are deemed to be activated and billable from the date of equipment collection for self-installation.
37. Singtel will not be liable for damage caused by Customer in the event that Customer self-installs their equipment.
38. Wiring (Cat5e) from the router to the first Singtel TV set-top box is free for the first 35 metres, and additional wiring after 35 metres is chargeable, based on the SingNet installation wiring charges as set out above. Wiring (Cat5e) from the router to subsequent new Singtel TV set-top box is chargeable, based on the SingNet installation wiring charges as set out above.
39. Any cancellation of services before installation day is subject to the cancellation fee, as set out above. Early Termination Charges will not be charged for services which are cancelled before installation day. In the event that installation is not completed within 3 months of the date of this application due to Customer's delay (including but not limited to non-scheduling of installation date, cancellation of installation date and denial of access to the premises), SingNet reserves the right to deem the services cancelled by the Customer, and charge the cancellation fee accordingly.
40. For avoidance of doubt, the cancellation fee will apply for self-installation in the event the customer does not collect his equipment within 30 days from the date of the appointment. Early Termination Charges will not be charged or services which are cancelled before equipment is collected for self-installation.

General Installation

41. One Fibre Termination Point port and Optical Network Terminal or Router can only support one Singtel Fibre Broadband service. In the event whereby there are more than one (1) Fibre Broadband subscriptions in the same residential address, the corresponding number of Fibre Termination point and Optical Network Terminal or Router is required. NetLink Trust and SingNet installation charges as set out above will apply.

Optical Network Router

42. SingNet may provide an ONR for Customer's use with the Service. Such ONR remains SingNet's property and must be returned to SingNet upon termination of the Service.
43. Within 7 days of termination of the Service, the Customer must return the equipment set out in the table below to any location notified by SingNet. If the equipment is not returned within 7 days, Customer must pay the replacement charges as follows:

Optical Network Router for 1Gbps Services and below:	\$100
Optical Network Router for 10Gbps Services:	\$500
Power Adaptor:	\$21.40
44. In the event that the ONR is found to be defective, SingNet will replace such ONR at SingNet's cost. If the ONR is damaged due to any fault of the Customer, Customer must pay the replacement charges for the ONR as set out above.
45. SingNet reserves the right to replace the model of any replacement ONR at its sole discretion.



Fibre Service Maintenance / On-site Assessment

- 42. On-site Maintenance / Assessment Charge will be charged even if customer is out of the premises upon technician’s arrival or customer refuses entry/access to technician.
- 43. For avoidance of doubt, the On-site Maintenance / Assessment Charge will apply in the event that the cause of network connection issues is not due to SingNet -issued devices but is due to third party devices connected to your broadband service e.g. PC, laptop, tablet, TV.

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Wiring Connection for Optimal Broadband Experience

- 1) Wired connection is recommended for optimized surfing experience. Please ensure:
 - Connecting devices (such as mobile phone or laptop) to come with Gigabit Ethernet (GE) port. Fast Ethernet (FE) Port has a limit of 100Mbps.
 - Wiring cable between connecting devices at Cat5e or above standards.
 - Singtel wiring service is done via surface trunking on the concrete walls. Customers are encouraged to engage your own contractors for concealed wiring and vertical cabling beyond 3.3 meters high.
 - To enjoy 10Gbps connectivity: connecting device to the 10GE port MUST support 10GE either through a 10GE port or via a Thunderbolt interface.

Wireless Connection and Variability

- 2) Typical Wi-Fi connectivity depends on wireless standards of modem/router and the connecting device (such as mobile phone or laptop). The wireless standards are as follows:

Wireless Standards	Download Speeds (Wireless)	
	Typical (Up to)	Theoretical (Up to)
B/G	< 20Mbps	< 54Mbps
N (2.4Ghz)	70Mbps	300Mbps
N (5Ghz)	110Mbps	450Mbps
AC (5Ghz)	250Mbps	1300Mbps

- 3) Wireless signals can be affected by various factors such as:
 - Interference from other electronic devices (e.g. routers, Bluetooth devices)
 - Distance, objects or structures between connecting devices (e.g. walls). Reflective and metallic surfaces can reduce Wi-Fi signals.
 - Multiple wireless devices connecting to same wireless channel (e.g. 2.4Ghz and 5Ghz) can result in congestion.

10Gbps Fibre Broadband

- 4) 10Gbps Fibre Broadband plan comes with an Optical Network Router (ONR) and Wireless AC Dual-band Router.
- 5) ONR comes with 1x 10Gigabit Ethernet (GE) port that supports up to 10Gbps bandwidth and 4x 1GE port that supports up to 1Gbps bandwidth. The total maximum bandwidth of the ONR is 10Gbps regardless of the number of ports connected.
- 6) Additional notes for existing Singtel Broadband Customers:
 - Two appointments are required for the customer to enjoy 10Gbps Fibre Broadband. The first appointment with NetLink Trust will be made in the morning and the second appointment for Singtel installation in the afternoon of the SAME DAY.
 - Service downtime of ONE day is expected for NetLink Trust and Singtel to upgrade the fibre line to 10Gbps.



Singtel WiFi

1. The free service offered to Singtel Fibre Broadband subscribers commences on 8 September 2016 and ends on 31 December 2018 ("Free WiFi Service Period"). The WiFi Service will be offered, free of charge, only during the Free WiFi Service Period. SingNet reserves the right to provide notice and levy prevailing charges or amend the charges anytime by prior notice to customers in accordance with Singtel's General Terms & Conditions of Service.
2. From 1 January 2019, customers on Singtel Fibre Broadband plans will enjoy free 2GB Singtel WiFi bundle per Singtel Fibre Broadband plan. The prevailing excess charges for local mobile data usage will apply if customers use beyond the total data bundle of the price plan. The 2GB Singtel WiFi bundle may be used by multiple devices, and all such use will be deducted from the Singtel WiFi Bundle is aggregated across all devices using the same Singtel WiFi account.
3. Your usage and access to the Singtel WiFi service means that you agree to our sharing of your device data (MAC Address, location and duration where device access Singtel WiFi, data usage per session, IMEI, statistics on page views) with our business partners, in order for them to conduct consumer and market research and/or analysis. Should you disagree with the sharing of your device data, please do not connect to Singtel WiFi at any Singtel WiFi hotspots.

SmartHome

4. Singtel reserves the right to evaluate a customer's eligibility to take up the Instalment Payment Plan. Upon approval, the Customer must pay the price of the SmartHome Pack in 24 equal monthly instalments, through their monthly Singtel bill, at \$12/month for a pair of Samsung Connect Home (worth \$288), \$52/mth for Connect Home with SHP-DP728 Doorlock pack (worth \$1248), \$38/mth for Connect Home with SHP-DS705 Doorlock pack (worth \$912). This Instalment Payment Plan through monthly repayment via Singtel bill. In the event that this Agreement is terminated or suspended before the price of the Device is fully paid, any remaining unpaid instalments will immediately become payable. The one-time charge or monthly recurring charge does not include Internet access subscription charges and other fees chargeable by your Internet service provider or other third parties. Separate installation fees may apply.

Home Internet Filter

5. Singtel Internet Filtering Service will be provisioned, free of charge, for a period of 6 months, and will cease thereafter. If you wish to continue receiving the service at the rate of \$3/month (excl. GST), please go online to MyAccount at www.singtel.com/myaccount to sign up.

Security Suite

8. Free 3 months Security Suite promotion is applicable per Broadband sign-up. Prevailing monthly subscription charge for Security Suite applies from the 4th month onwards.
9. Security Suite (WinOS) can be downloaded and installed on a maximum of three (3) computers for each subscription. Security Suite (MacOS) can be downloaded and installed on one (1) Macintosh for each subscription.



WiFi Mesh

10. WiFi Mesh is available for purchase by all Singtel Fibre Broadband customers.
11. Customer may choose to pay for the WiFi Mesh via an Instalment Payment Plan. Singtel reserves the right to evaluate a customer's eligibility to take up the Instalment Payment Plan. Upon approval, the Customer must pay the price of the WiFi Mesh in 24 equal monthly instalments, through their monthly Singtel bill. This Instalment Payment Plan through monthly repayment via Singtel bill is applicable to Singaporeans or Permanent Residents. In the event that this Agreement is terminated or suspended before the price of the Device is fully paid, any remaining unpaid instalments will immediately become payable. The one-time charge or monthly recurring charge does not include Internet access subscription charges and other fees chargeable by your Internet service provider or other third parties.

Wifi Mesh Devices and Charges:

AirTies 4920 / Askey WiFi Mesh

Single Pack

Single payment price: \$120

Instalment payment: \$5 per month for 24 months

Dual Pack

Single payment price: \$240

Instalment payment: \$10 per month for 24 months

Note: Maximum of four (4) units of AirTies 4920 / Askey WiFi Mesh purchase (1 Dual Pack and 2 Single Packs, or 2 Dual Packs)

Samsung Connect Home

Single Pack each

Single payment price: \$144

Instalment payment: \$6 per month for 24 months

Note: Maximum of four (4) units of Samsung Connect Home purchase.

12. WiFi Mesh has been tested on SingNet's routers only; there is no guarantee of the WiFi Mesh's performance on third party routers. No refund permitted. SingNet reserves the right to replace the model of WiFi Mesh with other models without prior notice.

Office 365

13. The following is a summary of the key terms for the purchase of the 24 month subscription to Microsoft Office 365 (the "Service"). For the full set of applicable terms, please go to office365.singtel.com/terms.
14. Use of the Service is subject to the customer's acceptance of Microsoft's End User License Agreement (the "Microsoft EULA"), available at http://download.microsoft.com/Documents/UseTerms/Office%20365_Home_English_93719389-cf63-4f78-b24c-94bbd9227a5a.pdf. By using the Service, the customer is deemed to have read and accepted the Microsoft EULA.
15. Upon acceptance of the customer's registration for the Service, SingNet or Singtel Mobile will issue the customer with an activation code together with instructions to download the software for the Service. There shall be no refund for the Service and the Customer shall activate the subscription for the Service within three (3) months from the date of receipt of the activation code. The Customer must not disclose the activation code and instructions to



download the software for the Service to any person and shall not permit or authorize any other person to use the activation code and instructions to download the software for the Service. SingNet or Singtel Mobile may treat any activation and/or download of the software for the Service at any time by the use of the activation code and instructions issued to you as an activation and/or download by the Customer and the Customer shall remain liable for any such activation and/or download.

16. SingNet or Singtel Mobile shall bill the Customer for the Service in twenty four (24) equal month instalments (unless otherwise specified by other Singtel promotions), through the Customer's monthly bill for SingNet Fibre or Singtel Mobile Postpaid service. Billing for the Service will commence in the Customer's next monthly bill for the SingNet Fibre or Singtel Mobile Postpaid service regardless of whether the Customer activates the Service. In the event that this Agreement is terminated or if the Customer is no longer a subscriber of the SingNet Fibre or Singtel Mobile Postpaid service accompanying the subscription for the Service for any reason before the subscription for the Service has been fully paid, any remaining unpaid instalments shall immediately become due and payable.

QuStudio

17. Free 3 months Qustodio promotion is applicable per Broadband sign-up. Prevailing monthly subscription charge for Qustodio applies from the 4th month onwards. Qustodio can be downloaded and installed on a maximum of 5 devices or 10 devices, depending on the license subscribed.
18. By using the service, the Customer will have deemed to have accepted Qustodio's Terms of Use at <https://www.qustodio.com/en/terms/>.

DECT Phone Bundle

19. DECT Phone Bundle promotion comes with Call Plus Pack or Call Privacy Pack and 6 months minimum subscription period. Early termination charges apply.
20. No refund permitted.
21. SingNet reserves the right to replace the model of DECT phone with other models without prior notice.

Speed Performance and Limitations

22. The following local and international download speeds were validated in April to June 2018 based on > 600 measured readings for each speed plan across peak and off-peak hours.
23. Fibre Broadband Plans:

Subscribed Local Download speed		300M	500M	1Gbps	10Gbps
International Download Speed		Uncapped International Bandwidth			
		Assured min. 25Mbps during heavy surfing times			

24. Typical Wired Download Speed Range:

Fibre Plans	Typical Download Speeds (Wired)	
	Local	International
300Mbps	348.78Mbps - 366.96Mbps	316.39Mbps - 371.91Mbps
500Mbps	584.62Mbps - 601.28Mbps	444.34Mbps - 618.06Mbps
1Gbps	829.75Mbps - 979.46Mbps	650.01Mbps - 831.52Mbps



25. 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.
26. The local throughput performance is measured within SingNet through a local speed test server and the international throughput performance is measured through a speed test server in the US. In actual usage, the download speed may be subjected to the performance and connectivity of the destination application or web server which is not within SingNet's span of control. For more information and latest Speed Performance, visit <http://www.singtel.com/hbbspeed>. For speed test tool and more helpful tips, go to: <http://techsupport.singnet.com.sg/global-utilities>.
27. SingNet will not be responsible for the quality of Customer's wireless connection speed. The download speeds on wireless connection are subjected to environmental factors within the home which include but not limited to: brick walls, concrete flooring, steel plate reinforced flooring, thick structural wall, pillar with steel reinforcements, filled fish tank, TV, mirror and CPU casing. The signal strength may vary or fail altogether due to above mentioned factors which are not within SingNet's control. SingNet shall not be liable for any loss or damage arising from such interference or failure. Customer shall be solely responsible for providing all equipment necessary such as repeaters, at its own cost, to extend wireless coverage beyond above mentioned limitations should the need arise.
28. General performance of the service is also subject to availability of suitable equipment and accessories, the types of television sets, telephones, personal computers or laptops; availability of resources including, without limitation, availability of a suitable network infrastructure and fibre coverage at the time the Service is requested or delivered; geographical and technical capability of the fibre network and SingNet's delivery systems at the time and location at which the Service is requested or delivered; and any factors which are controlled by and/or dependent on the 3rd party provider of the fibre coverage network.
29. For speeds above 1Gbps, both the user device (wired) and destination application or web server must be connected with a high-bandwidth link in order to achieve the high download throughput performance the 10Gbps connection is capable of. The user's device must also be sufficiently built to support receiving and storing of downloaded data in a very fast manner without impacting download performance. Typical downloads of small data files up to a few hundred megabytes will usually be completed before the download speed reaches the maximum throughput.
30. For 10Gbps Fibre Broadband plans, bandwidth specification refers to network specifications of the subscribed Services for the broadband line connected from the Optical Network Router to the first piece of network equipment. Expected download speeds range between 500Mbps to 8Gbps and upload speeds range up to 2Gbps over wired connections. The actual download speed is subjected to the performance, connectivity and bandwidth of the destination application or web server which is not within SingNet's span of control. Actual speed experienced using the Service will also be dependent on the user device performance, networking technology (wired or wireless) and setup, software used, concurrent data usage levels, and other extraneous factors. Download performance over WiFi is dependent on WiFi capabilities of wireless routers and end user devices.

Installation

31. Customer is required to have two installation appointments, one by NetLink Trust, and one by SingNet. NetLink Trust Fibre Termination Point installation must be completed before SingNet installation of equipment for the service can take place. Customer will be liable for installation charges as set out below unless otherwise stated.
32. For 1Gbps and below Fibre Broadband plans, Customer must ensure that any equipment to be used with service is compatible and meets the following minimum requirements:
Windows User: Windows XP SP2, Windows Vista or above



Mac User: Mac OS X

33. Computers(s) running on Singtel Fibre Bundle service must meet the minimum requirements.

	Windows / Mac User
Processor	Intel i3 or above
System Memory	2GB RAM Minimum
Network Card	1000 Base-T Network Interface Card is recommended
Cable	CAT5e/6 LAN cable

For 10Gbps Fibre Broadband plans, Customer must ensure that the equipment to be used meets the following minimum requirements:

	Macintosh	PC
Processor	Core i7 minimum	Core i7-4790K minimum
System Memory	8GB RAM minimum	8GB RAM minimum
Hard disk	SSD	SSD, PCI-E interface
OS	Mac OS X	Window 7, Windows 8.1, Windows 10
Cable	Cat5e, Cat6, Cat6a cable	Cat5e, Cat6, Cat6a cable
Network Card	10 Gigabit Ethernet port (10GBase-T) network card or Thunderbolt™ 2 to 10 Gigabit Ethernet adaptor (e.g. SANLink2)	10 Gigabit Ethernet port (10GBase-T) network card

Wireless Dual-Band AC Router

34. Applicable for new Fibre Home Bundle or Fibre Entertainment Bundle+ customers or existing customers with incompatible routers. The current router warranty of existing customers with compatible routers will be extended and valid till the end of the new minimum subscription period. Wireless router is Win/Mac compatible.
35. SingNet reserves the right to replace issued router for Singtel Fibre Broadband plans at its sole discretion.
36. In the event that the router is found to be defective within the Minimum Subscription Period, SingNet will replace such router at SingNet’s cost. After the Minimum Subscription Period ends, Customer will be responsible for the cost of replacement of such defective router.

Singtel Email Account

37. SingNet requires that you sign into your free Singtel Email account at least once every 6 months. Failure to do so will (unless provided otherwise in an offer for paid services) result in termination of your Singtel Email account and you may permanently lose your content on that portion of the Singtel Email Service.
38. Free 3 months Singtel Email promotion is applicable per Broadband sign-up. Prevailing monthly subscription charge for Singtel Email applies from the 4th month onwards.



Mobile Plan Discount

39. To enjoy Mobile Plan Discount, check your eligibility and submit a nomination at <http://info.singtel.com/personal/phones-plans/mobile/postpaid/combo/multi-line-discount.html>.

Singtel Circle for Singtel Fibre Broadband

40. Eligible Mobile Plans:
Nominated Key Mobile Line and Nominated Lines, as set out in Clause 13.
E.g. Combo Plans, Lite (2GB), Value (3GB), Plus (4GB), Prestige (12GB), and Easy Mobile Plans.
41. Eligible Home BroadBand Plans:
Fibre Home Bundle, SingNet mio Home plan, Singtel Fibre Entertainment Bundle
42. Eligible Singtel TV Plans:
Starter Pack, Trio Pack, Variety Pack, Value Pack, SingNet mio Home plan, Singtel Fibre Entertainment Bundle

Online Sign Up at Singtelshop.com

43. A registration fee of \$53.50 is waived for all Fibre Broadband online sign-up at Singtelshop.com.
44. Router installation worth up to \$145 for weekday and weekend is waived for all Fibre Broadband online sign-up at Singtelshop.com

Definitions

45. "Singtel Fibre Broadband plan" means Fibre Home Bundle, Fibre Entertainment Bundle+ and Unlimited Fibre.
46. "Fibre Home Bundle" means a service package consisting of and bundling the following Services under a single price plan with a fixed monthly charge:
Singtel Fibre Broadband Service
Singtel Home Digital Line or Singtel Telephone Line Service
(each to be described as "Individual Service(s)")
47. "Fibre Entertainment Bundle+" means individual subscriptions to Fibre Home Bundle and at least one Singtel TV content pack with at least a 12 month minimum subscription period by a customer.