



Singtel 10Gbps Enhanced – Frequently Asked Questions

1. What's in the 10Gbps Enhanced Plan?

Our 10Gbps Enhanced Plan comes with an XGS-PON Optical Network Router (ONR) and either a TP-Link HB810 WiFi 7 Router, Singtel WiFi 7 Router, or other devices depending on promotion, for WiFi connectivity. Fixed line is also bundled into the 10Gbps Enhanced Plan. If you are a new Singtel Broadband Customer, you will be able to enjoy a FREE delivery and installation on your preferred Singtel installation appointment date.

2. How does our 10Gbps Enhanced symmetric network work?

Our 10Gbps symmetric bandwidth allows for a maximum download speed of up to 10Gbps and a maximum upload speed of up to 10Gbps on our new XGS-PON Optical Network Router (ONR). The ONR has 1x 10Gbps active LAN port that can transmit at a maximum speed of up to 10Gbps, and up to 4x available active GbE LAN ports that can each transmit at a maximum speed of 1Gbps (ONR model may vary during activation depending on availability). These ports can transmit to your TP-Link HB810 WiFi 7 Router, Singtel WiFi Routers, third party router / access point, or Internet-enabled devices (e.g., computer, Smart TV) via a wired connection.

3. What system requirements do I need for 10Gbps Enhanced?

End User	Macintosh	PC
Processor	Apple M1 chip with 8-core CPU, 7-core GPU, 16-core Neural Engine or better	Intel i5-7600 Quad Core 3.5 GHz CPU System or better
System Memory	16GB RAM minimum	16GB RAM minimum
Hard Disk	256GB SSD minimum	256G SSD minimum
OS	MacOS 13 minimum	Windows 11 minimum
Cable	Cat6/6a cable minimum	Cat6/6a cable minimum
Required Connection Port	10 Gigabit Ethernet port (10G Base-T) network card OR Thunderbolt 3 / USB 3.1 Gen2 port with Thunderbolt 3 to 10GbE NBASE-T RJ-45 adapter (Recommended QNAP QNA-T310G1T)	10 Gigabit Ethernet port (10G Base-T) PCIe Network Adapter with backward compatibility of 5/2.5/1G and 100Mbps; RJ45 port and built-in QoS (Recommended ASUS XG-C100C)
Additional Notes	How do I optimize my internet speed? Quit applications running on your computer that are taking up a good chunk of your bandwidth for downloading. <ol style="list-style-type: none">1. Disable security software such as anti-virus and firewall that are interrupting your network traffic.2. Limit the number of computers/devices concurrently connected. For best performance, always limit to 1 device when doing your speed test. This is to ensure no other devices are hogging your bandwidth, thus affecting the speed.3. Use a Wired Connection instead of a wireless connection, as wireless connections are subject to environmental factors.4. Ensure user device supports up to 320Mhz channels for the best WiFi speeds	

4. How do I achieve 10Gbps speeds?

To enjoy up to a maximum of 10Gbps speeds, your device must connect to the XGS-PON ONR via the 10Gbps active LAN port to a compatible ethernet LAN port that supports up to 10Gbps. Your destination app or web server must be connected to a high bandwidth link. There is also a maximum aggregate throughput of up to 10Gbps based on two concurrent download connections.

5. What download speeds can I expect from the 10Gbps Enhanced Plan?

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. For more information, visit www.singtel.com/personal/support/broadband/typical-download-speeds

6. Is there Bridge Mode with the 10Gbps Enhanced Plan?

No, we do not offer bridge mode on the 10Gbps Enhanced Plan.



7. WiFi 7? What's that?

WiFi 7 is the latest generation of WiFi technology that promises faster speeds; lower lag; and more capacity for connected devices compared to WiFi 5/6/6E. Your current devices (Phone, Computer, Smart TV etc.) can still be used but might not be able to tap on WiFi 7 if your device does not support it. Do check with your device manufacturer if your device can support WiFi 7 to enjoy the benefits it can bring.

8. Can I use my existing WiFi routers/mesh devices with the new TPLink WiFi 7 Router/Singtel WiFi 7 Router?

The TP-Link HB810 WiFi 7 Router/Singtel WiFi 7 Router (TP-Link HB611) will only form a mesh network with another TP-Link HB810 WiFi 7 Router/Singtel WiFi 7 Router (TP-Link HB611). WiFi Routers/Mesh of other WiFi standards (e.g., WiFi 5 / WiFi 6), as well as those from other brands (e.g. ASUS/Linksys) will not be able to work with the TP-Link WiFi 7 Router/Singtel WiFi 7 Router to form a single mesh network.

9. I can't get WiFi in some parts of my home, what should I do?

If you face pesky dead spots, we encourage you to get more routers/mesh extenders to form a mesh network for increased coverage throughout your home! While our routers can connect wirelessly to form a mesh network, we recommend wiring them via LAN cabling to maximise your WiFi speeds.

Do note you may require additional equipment (separate charges may apply) such as a compatible ethernet switch(es) and/or wiring installation if your house is not already wired up. If you are unsure what is best for your home, book a consultation through our Customer Care or Sales Specialists!

10. I am an existing Singtel Fibre Broadband customer and would like to change/recontract to the 10Gbps Enhanced Plan. Can I do so?

If you would like to change/recontract your Singtel Fibre Broadband plan, the current upgrade/recontract policy will apply. Hence, you may change/recontract your price plan anytime if you meet the minimum contract term (according to the Recontract Eligibility Policy). You may change/recontract to a same / higher speed price plan between from the 21st to 24th month of your contract period. However, if you wish to change/recontract to a lower speed price plan during this period, a downgrade charge will apply. If you have fulfilled the full 24 months of your existing contract, you may change/recontract to any fibre speed price plans.

11. I am an existing Singtel Fibre Broadband customer and would like to recontract on the 10Gbps Enhanced Plan. Do I have to do a self-collection of my equipment?

If you would like to recontract to the 10Gbps Enhanced Plan, you will not need to self-collect your equipment or hardware. Singtel will provide a FREE delivery and installation on your preferred Singtel installation appointment date, so that we can swap your current ONT or ONR to the new XGS-PON Optical Network Router (ONR).

12. Can I sign up for Singtel Broadband Add-ons with the 10Gbps Enhanced Plan?

Yes! You can sign up for our suite of Broadband Add-ons with the 10Gbps Enhanced Plan.

13. Does the 10Gbps Enhanced Plan come with Singtel TV Packs?

No. The 10Gbps Enhanced Plan does not come with Singtel TV Packs. However, you can always kickstart your entertainment by signing up for your preferred pack among our selection of Singtel TV Packs. For more information, please visit: <https://www.singtel.com/personal/products-services/tv/packs>

14. Is there bit throttling on the 10Gbps Enhanced Plan?

We do not throttle or apply traffic shaping to high bandwidth activities such as gaming, Bit Torrent or peer-to-peer (P2P) file-sharing activities. Our fibre broadband plans are designed for enhanced speeds, coverage, and bandwidth.

15. Is my home ready for 10Gbps Fibre Broadband?

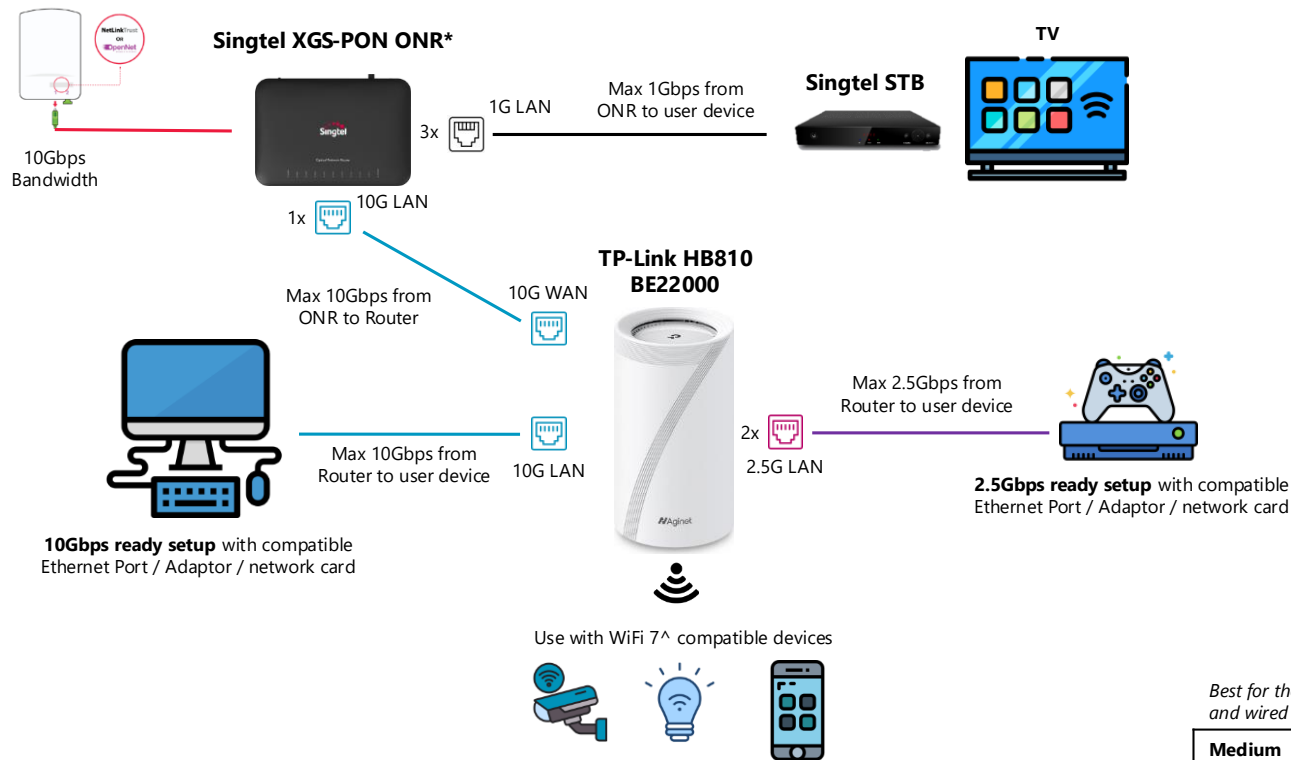
Fibre Broadband readiness depends on whether your home address is Home Passed or Home Reached. To check if your address is Fibre Broadband-ready, you can perform a coverage check on the NetLink Trust website.

16. My home is not ready for 10Gbps 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 \$182.03, landed residence at \$333.54.

Potential Home Setups

Maximise your 10Gbps with TP-Link HB810



Top Up Options



For those who want the best-in-class router to maximise speeds up to 10Gbps

Features 2x 10Gbps ports and 2x 2.5Gbps ports

TP-Link HB810 BE22000
RRP: \$806.40

U.P. \$33.60/mth
Promo: \$20.16/mth



For those who want enhanced coverage in their house at the best value

Features 2x 2.5Gbps ports and 2x 1Gbps ports

Singtel WiFi 7 Router HB611 BE11000
RRP: \$432

U.P. \$18/mth
Promo: \$10.80/mth

Best for those who need the best-in-class router to fully utilise up to 10Gbps WiFi and wired speeds, serving up to 1x 10Gbps and 2x 2.5Gbps wired.

Medium	Wired** Speeds	Wireless Speeds
XGSPON ONR	Up to 10Gbps	NIL
TP-Link HB810 BE22000	Up to 10Gbps	Dependent on end-user device, best experienced with 320Mhz channels

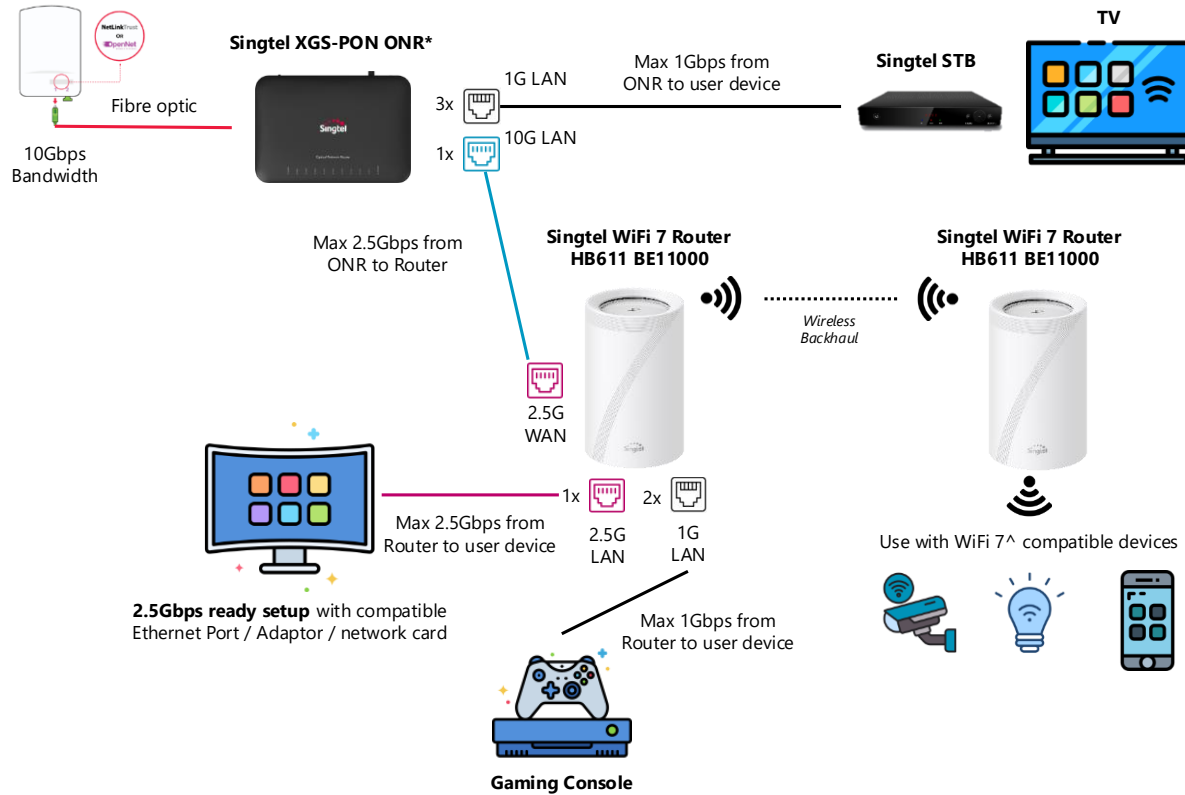
*XGS-PON ONR Model may differ during activation depending on stock availability

** Wired using RJ45 LAN cables of minimum CAT 6/6A for best wired speeds

[^] Ensure user device WiFi 7 supports 320Mhz channels for best WiFi speeds

Note: Maximum bandwidth achieved contingent on single device testing at any one point of time

Maximise WiFi coverage with Singtel WiFi 7 Router



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U.P. \$18/mth
Promo: \$10.80/mth

Best for those prioritizing the best coverage with 2 WiFi 7 devices with speeds of up to 2.5Gbps, and don't require up to wired speeds of 10Gbps.

Device	Wired** Speeds with this setup	Wireless Speeds
XGSPON ONR	Up to 10Gbps	NIL
Singtel WiFi 7 Router HB611 BE11000 (Tri-band)	Up to 2.5Gbps	Dependent on end-user device, best experienced with 320Mhz channels

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 ** Wired using RJ45 LAN cables of minimum CAT 6/6A for best wired speeds
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