



# Critical Information Summary

## 10Gbps Home Internet Plan

### Service Description

- This Service is a Home Internet broadband service that delivers 10Gpbs speeds.  
*Note: 10Gbps is a theoretical maximum for 10Gbps plans. The Customer must optimise cables, router and end devices to achieve higher throughput.*
- The Service is at \$28.80 per 30 days on a 12-month contract. The first payment is for registration and initial subscription. The recurring charges of each cycle are payable on Day 1 of each new cycle and will be charged to your linked credit card.

### Minimum Term

- The Minimum Contract Period is 12 months. the first billing cycle will cover 35 days, instead of the standard 30-day period.
- The Service entitlements are supplied on a rolling 30-day basis, automatically renewed subject to successful payment received.
- Plan renewal for the next cycle shall happen at the end of Day 30 of your current cycle. You shall be charged for this renewal before the end of the plan cycle.
- Customers are permitted to terminate the Service at any time. Early termination charges apply.

### Eligibility

- Residential use only: Home Internet services are exclusively supplied to residential properties. Unless otherwise permitted by us in writing, our Home Internet Services are only available to residential customers.
- The Service is available to any valid Singpass holder.

### Price Plan Information

All prices are in Singapore Dollars (SGD).



Price Plan	\$28.80 10Gpbs Home Internet Plan
Cycle	30-day, 12-month contract Plan cycle starts on the day of successful FTP activation by NLT
Plan Entitlement	<ul style="list-style-type: none"><li>• First 28 days Service Guarantee</li><li>• Twice-a-year Internet Check</li><li>• Free NTL Service Activation (worth \$61.04)</li><li>• Free ONT Device (worth \$198.00)</li><li>• Free ONT Installation (worth \$88.00)</li></ul>
Usage	Up to 10Gpbs speeds; usage subject to Fair Use Policy
10Gbps ONT Device	\$108.00
ONT Installation	\$68.00
Service Reconnection	\$20.00 excl. any outstanding subscription fee due
Service call	\$50.00 (applies to customers who purchased more than 4 routers)
NLT-Related Charges	<p>NLT Service Activation - \$61.04</p> <p>Modification Charges (before NLT activation)</p> <ul style="list-style-type: none"><li>• Change of service address (applies if street name, block number, unit number or postal code was keyed in wrongly upon sign-up)<ul style="list-style-type: none"><li>○ High-rise - \$182.03</li><li>○ Landed - \$333.54</li></ul></li><li>• NLT Appointment Rescheduling Fee<ul style="list-style-type: none"><li>○ 3 working days before confirmed appointment: \$20</li><li>○ Missed appointment: \$68</li></ul></li></ul> <p>NLT Installation</p> <ul style="list-style-type: none"><li>• NLT Fibre Termination Point (incl. first 40m of optical fibre)<ul style="list-style-type: none"><li>○ High-rise \$187.48</li><li>○ Landed - \$343.35</li></ul></li><li>• Internal cabling for every subsequent five (5) meters - \$1.09</li></ul> <p>NLT Relocation, Repair &amp; Replacement and Removal (within the same premises)</p> <ul style="list-style-type: none"><li>• High-rise - \$184.21</li><li>• Landed - \$336.81</li></ul>



Admin Fee	\$20.00
Relocation (Move house)	High-rise / Landed - \$122.24
Service Cancellation & Termination	<p>Service Cancellation</p> <ul style="list-style-type: none"><li>• Before submitting timeslots for NLT appointment: \$50</li><li>• After appointment confirmation by NLT but before NLT completion<ul style="list-style-type: none"><li>○ High-rise - \$182.03</li><li>○ Landed - \$333.54</li></ul></li><li>• After NLT completion - \$405.60</li><li>• After ONT installation<ul style="list-style-type: none"><li>○ Monthly recurring charge (MRC) x remaining months</li></ul></li></ul>

## Plan Movement – Change, Renewal, Termination

- Your plan renews every 30 days, except for your first cycle, which lasts 35 days.
- If payment is not received on the first day of your new cycle, your plan will enter a 7-day grace period. After that, your internet service will be temporarily paused until payment is made.

## Account Management

- Login to [eight account](#) to manage your service.
- If you require additional customer support, always feel free to refer to our [Home Internet FAQs](#) or email us at [home@eight.com.sg](mailto:home@eight.com.sg). Alternatively, you may also visit us at any of our Service Centres [here](#).

General Terms and Conditions [here](#), Data Protection and Privacy Policy [here](#).

