



# eight

## **eight Home Internet List of Charges**

## 1. Subscription Charges

Plans	Usual price	Promo for 5G customers
12-month 10Gbps	\$28.80	\$23.62
24-month 10Gbps	\$35.80	\$29.36

*\* Customer on a 4G plan can upgrade to 5G to enjoy the promotional price. 4G customers will continue to pay the usual price even if they upgrade to 5G after purchasing their home internet service.*

## 2. One-time Charges (free of charge for new sign-ups)

- a. NLT Service Activation: \$61.04
- b. 10Gbps ONT Device: \$108
- c. ONT Installation: \$68

## 3. Miscellaneous Charges

- a. Service Reconnection Fee: \$20
- b. Service call: \$50 (*applies to customers who purchased more than 4 routers during installation*)

## 4. Modification Charges (before NLT activation)

- a. Change of Service Address (*high-rise*): \$182.03 \*
- b. Change of Service Address (*landed*): \$333.54 \*
- c. NLT Appointment Rescheduling Fee (*3 working days before confirmed appointment*): \$20
- d. NLT Appointment Rescheduling Fee (*missed appointment*): \$68

*\* Applies if street name, block number, unit number or postal code was keyed in wrongly upon sign-up.*

## 5. Service Cancellation

### (i) Before submitting timeslots for NLT appointment

- a. Early Termination Charges: \$50

### (ii) After appointment confirmation by NLT but before NLT completion

- a. Early Termination Charges (*high-rise*): \$182.03
- b. Early Termination Charges (*landed*): \$333.54

### (iii) After NLT completion

- a. Early Termination Charges: \$405.60

### (iv) After ONT installation

- a. Early Termination Charges:  
[Monthly Recurring Charge (MRC) x remaining months]

## 6. NLT Installation (if exceed 40m from fibre distribution point)

- a. NLT FTP Installation (*high-rise, first 40 metres of optical fibre*): \$187.48
- b. NLT FTP Installation (*landed, first 40 metres of optical fibre*): \$343.35
- c. Additional Cabling Charge (*per every subsequent 5 metres*): \$1.09

## 7. NLT TP Relocation / Repair / Removal (within same premises)

- a. High rise: \$184.21
- b. Landed: \$336.81

## 8. Relocation (move house)

- a. High-rise / Landed: \$122.24