



Critical Information Summary

10Gbps Home Internet Plan

Service Description

- This service is a Home Internet broadband service with speeds of up to 10Gbps.
- The 10Gbps speed is a theoretical maximum. Actual speeds may vary depending on factors such as cabling, router capability, network conditions, and end-user devices.
- The first payment covers registration and the initial subscription period.
- 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 24 months and 12 months for the 24-month and 12-month plan respectively. 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 Plans	<ul style="list-style-type: none">• 24-month 10Gbps with 10Gbps router at \$35.80/month• 24-month 10Gbps with 5Gbps router at \$33.80/month• 24-month 10Gbps with 2.5Gbps router at \$31.80/month• 12-month 10Gbps (bring your own router) at \$28.80/month
Cycle	30-day, plan cycle starts on the day of successful NLT activation
Plan Entitlement	<ul style="list-style-type: none">• First 28 days Service Guarantee• Twice-a-year Internet Check• Free NTL Service Activation (worth \$61.04)• Free ONT Device (worth \$108.00)• Free ONT Installation (worth \$68.00)
Usage	Up to speed of 10Gbps; 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 Service Activation	\$61.04
Change of Service Address	High-rise - \$182.03 Landed - \$333.54

Information is accurate as of 20 Jan 2026.



	<i>Applicable before NLT activation where incorrect street name, block number, unit number or postal code was entered during sign-up.</i>
NLT Rescheduling	3 working days before appointment confirmation by NLT: \$20 Missed appointment: \$68
NLT installation	NLT Fibre Termination Point (incl. first 40m of optical fibre) <ul style="list-style-type: none"> • High-rise \$187.48 • Landed - \$343.35 <p>Internal cabling for every subsequent five (5) meters - \$1.09</p>
NLT Relocation, Repair, Replacement and Removal	High-rise - \$184.21 Landed - \$336.81 <i>Applicable within the same premises.</i>
Relocation (Move house)	High-rise / Landed - \$122.24
Admin Fee	\$20.00
Service Cancellation & Termination	Service Cancellation <ul style="list-style-type: none"> • Before submitting timeslots for NLT appointment: \$50 • After appointment confirmation by NLT but before NLT completion <ul style="list-style-type: none"> ○ High-rise - \$182.03 ○ Landed - \$333.54 • After NLT completion - \$405.60 • After ONT installation <ul style="list-style-type: none"> ○ Monthly recurring charge (MRC) x remaining months

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. Alternatively, you may also visit us at any of our Service Centres [here](#).

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