

eight Home Internet

List of Charges

1. 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

2. Miscellaneous Charges

a. Service Reconnection Fee: $20
b. Service call: $50 *(applies to customers who purchased more than 4 routers during installation)*
c. Bridging kit: $240 *(offered to customer upon failed installation)*

3. 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.*

4. 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]

5. 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

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

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

7. Relocation (move house)

a. High-rise / Landed: $122.24