# About WhizComms XGSPON Broadband

### 1. What is WhizComms XGSPON Broadband?

WhizComms XGSPON broadband utilizes the next-generation XGSPON standards and operates on Singtel's trusted network infrastructure, enabling high internet speeds ranging from 3Gbps to 10Gbps. With symmetrical broadband capabilities, users enjoy equal download and upload speeds, ensuring a seamless experience for activities such as video conferencing, streaming, and online gaming.

### 2. What is WhizComms' typical broadband speeds?

The typical speeds represent the realistic average speed that users typically experience during everyday usage in real-world conditions. 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, or latest updated typical broadband speeds, visit https://www.singtel.com/personal/support/broadband/typical-download-speeds.

### 3. Can I really get up to the advertised speeds?

Advertised speeds are maximum speeds that can be achieved under perfect conditions (e.g. no network congestion, minimal interference etc.), which are theoretical maximum speeds for optic fibre technology that we use today. However, the industry standard follows typical speeds.

### 4. What are the factors that will affect my internet speed?

There are many factors that may affect wired and WiFi speeds. Some of them includes but not limited to: background applications taking up additional bandwidth, security software and firewalls interrupting network traffic, number of connected devices, environmental factors (e.g. brick/concrete walls, filled fish tanks, reflective surfaces etc), wireless router/end user device WiFi standard, distance between wireless router and end user device.

### 5. How do I maximize my internet speeds?

Here are some common solutions to maximise broadband speed but not limited to:

1. Minimize or disable security software such as anti-virus and firewall that are interrupting your network traffic.
2. Use a wired connection instead of wireless connection (WiFi), as WiFi is subjected to environmental factors.
3. Use compatible networking equipment and user devices according to your subscribed broadband plan (e.g. Use at least Cat6/6a cable and 10G ethernet adapter for 10Gbps Broadband).

### 6. What equipment do I need to maximise XGSPON Broadband speed?

Here is a list of recommended equipment to maximise your XGSPON Broadband speed, but not limited to:

1. Cat6/6a LAN network cable
2. 3 or 10 Gigabit Network Switch
3. 3 or 10 Gigabit Network Adapter
4. Smart Devices with USB-C (at least Thunderbolt 3/USB 4)
5. Wireless Router with 3 or 10 Gigabit WAN/LAN port(s).

## 7. Where can I find additional support for my broadband?

Technical assistance can be rendered remotely or on-site. Charges for on-site maintenance/assistance will be levied accordingly to the service required. For the full list of charges, visit https://whizcomms.com.sg/tcs-broadband/.

For online support, visit https://whizcomms.com.sg/faq-broadband/. Alternatively, you may contact us through various channels by visiting https://whizcomms.com.sg/contact-us/.