

1. Under normal circumstances, your service will be activated within **4 working days**. However, subject to telephone line condition or location, it may take about one month or longer for the service to be activated.
 2. The service is only available on the mainland of Singapore.
 - 3a. **For Window Users:**
 - Windows 2000 Professional and Windows XP Home Edition
 - For customers using Windows Vista Operating System, please ensure that your personal computer / notebook meet the minimum system requirement:
<http://www.microsoft.com/windows/products/windowsvista/editions/systemrequirements.mspx>
 - Intel Pentium IV, Intel Celeron D, AMD K7 (or higher / compatible)
 - 512MB RAM
 - 70 MB free hard disk space
 - 4x CD ROM Drive
 - One 10 Base-T Ethernet port (for use with Ethernet ADSL modem).
- Note:

 1. If a 10 Base-T card is used, you will be limited to a maximum speed of 10Mbps due to your 10 Base-T network card. Hence, we recommend to use a 10/100 Base-T Ethernet Network Interface Card to enjoy the high speed access.
 2. IEEE 802.11g wireless card is recommended to enjoy the high speed access.
 3. For customers who use USB wireless adapter, the minimum version recommended is USB 2.0 interface and IEEE 802.11g.
- 3b. **For Mac Users:**
 - Mac OS 10.2
 - PowerMac G3s Blue/White, PowerMac G4s, iBooks and PowerBooks
 - 512MB RAM
 - 70 MB of free hard disk space
 - 8x CD ROM Drive
 - One spare 10/100 base-T Ethernet port
 4. SingNet BroadBand currently does not support Windows NT & any non-English Operating System.
 5. SingNet Broadband is not applicable for PABX, hunting line, ISDN, DID, key telephone system, Auxiliary line, Line Share and GLITE. SingNet is also not liable for any disruptions on the SingNet BroadBand service arising from using phone lines connected to security alarm or similar systems.
 6. You will need the original Operating System CDs during installation.
 7. Customers currently using a VPN (virtual private network) may need to purchase a WinPoET or MacPoET dialer from SingNet authorized installers or modem vendors. Customers with MacOS X or Window XP can use a built-in dialer.
 8. An additional service fee of \$53.50 will be levied if the customer is not available for the installation appointment or does not meet the minimum system requirements.