

Common Fibernet-Lite FAQs

General Sign Up Queries

1) How will the Installation Process be conducted?

Once we have processed your order internally, we will schedule the earliest available date with you for a NLT site survey. Once NLT have completed the site survey, NLT will proceed with the Fiber Terminal Point installation upon Business Manager approval. ViewQwest will then proceed to arrange a date with you to install the modem and router and activate the circuit. The whole process will take around 16 Business Working Days.

2) I am currently with another service provider. How do I switch over?

You would have to check with your existing provider on your contract expiry date and factor in the 16 days lead time for ViewQwest broadband service activation (refer to qns 1 above). You will also need to give a 1 month notification to your existing service provider in order to terminate your existing circuit with your current ISP.

3) What documents do I need to provide to sign up?

You will need to submit to us a Service Activation Form & ACRA file & NLT SME Declaration form (To sign up for our SME Offer)

4) Who do I contact when I face issues with my Broadband?

For Technical Support:

Email: corporate.support@viewqwest.com

Phone: [\(+65\) 6491 1010](tel:+6564911010)

For Sales and Servicing Enquiries:

Email: corporate@viewqwest.com

Phone: [\(+65\) 6723 8100](tel:+6567238100)

Alternatively, you may also contact your Account Manager that will be assigned to you after you have on boarded with us for any assistance.

Billing Queries

1) How will I be charged on my first bill?

You will be charged the pro-rated part month charges from the time you joined ViewQwest and like all other service providers, you will also be charged 1 month in advance to your services with us.

You may refer to the below illustration on how you can read your 1st bill with us.

Eg. You signed up with us on 8 Dec 2020. Your bill period is from 8 Dec 2020 to 31 Jan 2021

1. You will see a prorated part month charge from 8 Dec 2020 to 31 Dec 2020 (From the start of your service till the last day of the month)
2. As each bill is charged 1 month in advance, you will also see a full month charge from 1 Jan 2021 to 31 Jan 2021.

Mon	Tue	Wed	Thurs	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Mon	Tue	Wed	Thurs	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

- Prorated Part Month Charge for the month of December from 8 Dec 2020 (The date of sign up) to 31 Dec 2020 (End of the month)
- Full Month Charge for the whole month of January.
- Start and end of bill period.

2) How will I be charged for subsequent months?

For all subsequent month payments, you will be charged 1 month in advance.

Eg. Your bill and payment in February will be for the service in March.

3) When does the billing cycle start?

The start date of the billing cycle will be on the 1st day of every month.

4) What are the various modes of payment?

Credit card, Debit card, Interbank Giro Transfer and Cheque Payment.

5) How long does it take for the Giro to be approved by the bank and how will I be informed upon approval?

It will take around 3 – 4 weeks for the bank to approve once all documents have been fully submitted to the bank by ViewQwest. Once the bank has approved, ViewQwest Billing Team will send an email to inform you.

6) What is the process in place to increase my credit term?

It will be subjected to credit evaluation and approval assessment based on your last 3 years' financial statement.

Cancellation Queries

1) How can I cancel my broadband?

You will have to write us an official termination letter with your company letter head and give us a 1 month notification in advance.

2) What is the penalty for early termination?

You will have to pay us the premature charge minus the subscription fees for the balancing months of the contract.

3) What do I need to return?

You will need to come down to our HQ and return us the modem.
Our HQ address is: 20 Bendemeer Rd, #01-09, Singapore 339914

Renewal Queries

1) How can I renew my plan?

You would have to write in or contact your Account Manager. If you do not know your Account Manager, you may also email us at corporate@viewqwest.com or call in at [6723 8100](tel:67238100)

2) When can I renew my plan?

You can renew your plan when your contract is due (Anytime within the 3 Months before your contract expiry date).

If you wish to renew before it is due, you may also do so but do note that you can only upgrade your bandwidth and plan. You will not be able to downgrade your bandwidth and plan.