SingtelGO SD-LAN uses the following assumptions in making our recommendations to customers.

Router Sizing

Router recommendation is based on 60% concurrent users each allocated 2mbps

- Each user is assumed to have 1 active device

- There is no WiFi co-channel interference or signal interference from existing/neighboring WiFi

- Maximum throughput of router is dependent on WAN-link bandwidth

Access Points Sizing

- Access points recommendations are based on an open area with no major concrete or reflective structures

- Access points sizing are based on floor area of the premise

- Additional room on each floor will require additional switches and access points to be raised by the customer

- Access points will provide a 95% indoor WiFi coverage

- All access points and CCTV comes with UTP cable with PVC conduit up to a 100m

- FC 1-3 assumes 1 LAN room per floor, excluding server room

- FC 4 assumes 2 LAN room per floor, excluding server room

- Configuration caters for premises up to 3 floors

Radius Server

- Only Meraki inbuilt radius server will used

Installation

- Location of MX/MR/AP/Surveillance Camera to be determined by customers

- Space and power to be provided by the customer

- Site Survey is not included as part of the package.

- Installation of equipment will be according to the selected Onsite installation package based on one site visit. Additional costs shall be borne by customers if more than one site visit is required.

- Heatmap will not be provided

- Only Captive portal to be provided for Guest WiFi

- Installation is provided for ceiling heights up to 3m. Additional costs shall be borne by customers if ceiling heights exceed 3m

- Customers are to apply for building access and additional building access costs (e.g. Firestop) to be borne by customers

- Supply and install 100m Cat 6A cable using PVC conduit. Structural cabling costs to be borne by customers

- Only Standard UAT will be carried out

Post-Sales Support

- Number of Change Request entitlement per year as follows: -
  - Each MX has 12 Change Requests
  - Each switch has 12 Change Requests
  - For each AP has 4 Change Requests

- Maintenance support will be according to the selected onsite maintenance package. It includes remote troubleshooting. Additional charges shall be borne by customers if onsite troubleshooting is required.