

Frequently Asked Questions (FAQs)

For Youths from ComLink Families:

1. How can I sign up?
Visit your Social Service Office (SSO) [Refer to Annex A for list of SSOs] to register and get your free prepaid data plan by 31 Dec 2022. For enquiries, you may call the ComCare Hotline at 1800-222-0000.
2. Can I continue to use my existing number?
You will receive a prepaid SIM card that comes with a new number so no porting is possible.
3. How do I get the free monthly data top up?
You will receive your free monthly data top-up at the end of 30 days for 12 months. There is no action required on your end.
4. Do I have to sign any contract with M1? What if I wish to stop using it before the 12 months is up?
There is no contract with M1, you are only required to register for the SIM. You are also free to stop using the SIM card any time before the 12 months. However, do note that the SIM card will be activated for a period of 12 months, thus you will be responsible for the rightful use of the SIM card. Note that cards that are not used for 3 months consecutively will be automatically deactivated.
5. Is this free? Will I get a bill shock?
Yes, this is free. No billing will be posted to you.
6. What are the Terms and Conditions for this?
You must be at least 16 years old to register for the SIM card under your name. Users are responsible for the mobile number, benefits, and rightful use of the SIM card.
7. What is the sign-up period?
Sign-up period is from 21 May 2022 to 31 Dec 2022, or when all 10,000 complementary lines have been redeemed (whichever is earlier).
8. Is there a limit to the number of prepaid SIM cards a household can receive?
Each household can redeem 1 data plan, while a household with two or more children can redeem up to 2 data plans.
9. I know of a family who will benefit. How do I help them sign up?
Direct the family to call the ComCare Hotline at 1800-222-0000.
10. I require more data each month, can I top up?
Yes, you can do so via the M1 Maxx app.
11. I wish to continue this M1 Maxx prepaid plan after its validity period. How can I do so?
After the 12-month period, you may choose to continue your line by topping up your prepaid SIM card within the M1 Maxx App.
12. Who can I approach for help if I face issues with the M1 Maxx plan?
Users can visit M1's FAQ page at <https://www.m1.com.sg/support/faq/maxx-faq> or call the Customer Service Hotline at 1800 8438288 and select "2" from 9am – 9pm daily.

For Seniors

1. How can I sign up?

You can visit any of the Senior Activity Centres/Active Ageing Centres run by the following Social Service Agencies below to find out more and to sign up. [Refer to Annex B for the list of centres].

- AMKFSC Community Services
- Care Corner Singapore
- Lions Befrienders
- NTUC Health
- Thye Hua Kwan Moral Charities

For CPF Silver Support Scheme recipients and CHAS Blue card holders, please bring along either:

- a. Notification letter of your Silver Support eligibility/ SMS on your Silver Support payout AND/OR
- b. CHAS Blue card for verification

2. I am 60 years old this year, but my birthday has not passed, am I eligible?

Yes, if you are at least 60 years old in 2022, you may sign up.

3. Can I continue to use my existing number?

You will receive a prepaid SIM card that comes with a new number so no porting is possible.

4. How do I get the free monthly data top up?

You will receive free monthly top up of mobile data for 12 months. There is no action required on your end.

5. Do I have to sign any contract with GOMO? What if I wish to stop using it before the 12 months is up?

No contract is required as it is a prepaid SIM card. You can stop using it at any time. If you wish to continue using the card after the 12 months, you can perform a top-up. After 12 months, any prepaid SIM card not used for more than 90 days will be deactivated.

6. Is this free? Will I get a bill shock?

As this is a prepaid SIM card, you can top up on your own if you wish to use talk time, SMS-es or additional data. You will not be able to use mobile data once the free data is fully utilised.

7. I know of someone who will benefit but is not receiving assistance from any agency. How can I help?

You may direct them to visit any of the participating Senior Activity Centres/Active Ageing Centres to find out more. [Refer to Annex B for the list of centres].

8. Can I donate my data if I am not a GOMO users?

At the moment, only GOMO users can donate their extra data through the GOMO app. This will eventually be rolled out to all Singtel customers by March 2023.

Members of the public are encouraged to help spread the word about the Data for All initiative to reach more beneficiaries.

For Persons with Disabilities and their Caregivers

1. How can I sign up?

Persons with disabilities and their caregivers can redeem the free post-paid data plan via the giga! app. **Please check in with your disability Social Service Agencies (SSAs)** that are participating in this initiative (See Annex C) to find out more details and sign-up by 31 Dec 2022. Please note that credit/debit card information is required as part of the in-app sign up process.

After which, you and your caregiver may go down to the SSA to collect the SIM cards and receive assistance to activate your data plan. If your SSA is not yet aware of this initiative, you may get your SSA to contact Ms Shirin Kwek from SG Enable at Shirin.Kwek@sgenable.sg to find more details on how to participate.

2. Is there any age requirement to sign up?

For the data plan to be registered under your name, you must be at least 18 years old at time of application.

3. How many mobile lines can I apply for?

Each person with disability can apply for one data plan (+ one other giga! for his/her caregiver) under the Data for All initiative.

4. Do I have to present any documentation as proof?

No. Registration will be facilitated via your disability SSA.

5. What if I am not part of any disability SSA?

You may register your interest with SG Enable by contacting Ms Shirin Kwek at Shirin.Kwek@sgenable.sg. SG Enable will inform you of the next physical event where you can redeem the SIM card by showing any of the 3 approved cards for verification:

- Persons with Disabilities Concession Card; or
- Developmental Disability Registry (DDR) Identity (ID) card; or
- CaringSG member card (caregivers can sign up for free membership at <https://caring.sg/>).

6. Will I get a bill shock?

No, you may use your giga! plan free-of-charge for 12 months. However, please note that if you have already added your credit / debit card details at the point of signing up for the plan, your line will auto-continue after 12 months from registration, charged at \$10/month.

If you have fully utilised your data, talk-time minutes, or SMS before the next renewal date, your outgoing services will stop. You can purchase extra data via the giga! app if you wish to do so.

7. What happens after 12 months?

If you have already added your credit / debit card details at the point of signing up for the plan, your line will **auto-continue after 12 months from SIM card activation, charged at \$10/month**. As a safeguard, giga! will prompt users with reminders via SMS, emails, and push notifications to alert you that the free plan is expiring, and you can choose to terminate the line. Please see the table below for details of the reminders.

Reminders	SMS	Email	Push notification
On month 10, week 1	1	1	1
On month 11, week 1	1	1	1

On month 12, week 1	1	1	1
On month 12, week 3	1	1	1
On month 12, last day	1	1	1

8. Can I continue to use my existing number?

Please note that number porting is NOT possible for existing giga! lines. To port in / transfer your existing number by other service providers, ensure

- It is an active post-paid number (prepaid numbers not supported)
- The post-paid number is registered to your own ID.
- There are no outstanding bills or contracts with your ex-telco
- You should not cancel your post-paid line with your ex-telco. Giga! will handle the porting process.

9. I have an existing line under contract. Can I still redeem this free line and port over my number?

If your existing mobile line is bounded by contract, early termination is subjected to charges by the service provider that should be borne by the individual and cannot be waived. Please note that number porting is not possible for existing giga! lines. You can still redeem a new mobile number under this initiative.

10. Will I receive a monthly bill for my record?

No, but data usage details will be available on the giga! app which you can view anytime.

11. I have bill arrears with StarHub that have not been settled. Can I still apply?

Yes, you can still apply for the free giga! line with a new number. However, if you have unsettled bills with StarHub or any other service provider, you won't be able to port out your existing number till the bills are resolved. For more Terms and Conditions, you may refer to the giga! Mobile T&Cs here: <https://giga.com.sg/TnC>.

12. Do I have to sign any contract with giga? What if I wish to stop using it before the 12 months?

All giga! plans are contract-free hence you do not have to worry about termination charges. At any point that you do not wish to continue using the giga! line, you can choose to cancel your data plan by launching your giga! app and clicking on the mega menu. Click on the option "Cancel line/ SIM services" and follow the steps to cancel your line.

13. I wish to continue the plan after 12 months. What do I do?

To continue using the line after 12 months, you would need to add a credit / debit card into your account using the giga! app. Simply login to your giga! app > Mega menu > My account > My giga! line > Payment method to upload your payment details.

After the 12 months free period, if you have put in your credit card details, you will start to be charged \$10/month.

If you do not wish to continue your plan after the 12 months period, please cancel your free giga! line within the 12th month (giga! will be sending you reminders on when your free 12 months will expire). To cancel your line, simply launch your giga! app and click on the mega menu. Click on the option "Cancel line/ SIM services" and follow the steps to cancel your line. For more details, visit <https://www.giga.com.sg/FAQs.aspx>.

14. I am a caregiver of a person with disability who cannot travel. How do I sign-up for both of us?

You can redeem the free lines under your name. This would still require you to travel down to the SSA and collect the SIM cards for activation. You would need to bring along both of your NRICs and person with disability/caregiver documentation for validation as well.

15. I know of someone who will benefit. How do I help them sign up?

You may direct them to any of the participating disability SSAs (See Annex C). These SSAs would provide instructions on when to collect the SIM card at the SSA and sign up via the giga! app by 31 Dec 2022.

16. Who can I approach for help if I face technical issues after redeeming the giga! plan?

Users who need technical assistance for the giga! line can visit the giga! webpage and use the live chatbot function at <https://www.giga.com.sg/FAQs.aspx>.

17. Who can I approach for help if I have further queries about the redemption?

You are advised to approach your disability SSA first. For individual queries, please contact IMDA at tay_mei_ling@imda.gov.sg.

Annex A – List of Social Service Offices (SSOs) in operation

Social Service Office (SSO)	Address
Social Service Office @ Ang Mo Kio	6A Ang Mo Kio St 53 Ang Mo Kio 3G Centre Singapore 569208
Social Service Office @ Bedok	21 Bedok North St 1 #01-02 Singapore 469659
Social Service Office @ Boon Lay	Blk 189 Boon Lay Drive #01-254 Singapore 640189
Social Service Office @ Bukit Batok	Blk 369 Bukit Batok St 31 #01-505 Singapore 650369
Social Service Office @ Bukit Merah	3779 Jalan Bukit Merah #01-01 Bukit Merah Community Hub Singapore 159462
Social Service Office @ Bukit Panjang	Blk 232 Pending Road #01-29 Singapore 670232
Social Service Office @ Clementi	Blk 358 Clementi Ave 2 #01-285 Singapore 120358
Social Service Office @ Chua Chu Kang	8A Teck Whye Lane Singapore 681008
Social Service Office @ Geylang Serai	10 Eunos Road 8 #12-02 Singapore Post Centre Singapore 408600 (Please use the North Lobby)
Social Service Office @ Hougang	Blk 662 Hougang Ave 4 #01-413 Singapore 530662
Social Service Office @ Jalan Besar	69 Jellicoe Road #01-03 Singapore 208737
Social Service Office @ Jurong East	Devan Nair Institute for Employment and Employability 80 Jurong East St 21 #01-07 Singapore 609607
Social Service Office @ Kreta Ayer	Kreta Ayer Community Club 28A Kreta Ayer Road #01-03 Singapore 088995
Social Service Office @ Pasir Ris	120 Pasir Ris Central #01-16 Pasir Ris Sports Centre Singapore 519640
Social Service Office @ Punggol	Punggol 21 Community Club 80 Punggol Field #04-01 Singapore 828815
Social Service Office @ Queenstown	Blk 170 Stirling Road #01-1121 Singapore 140170
Social Service Office @ Sembawang	Blk 315 Sembawang Vista #01-173 Singapore 750315
Social Service Office @ Sengkang	Blk 261C Sengkang East Way #01-506 Singapore 543261
Social Service Office @ Serangoon	Blk 332 Serangoon Ave 3 #01-257 Singapore 550332
Social Service Office @ Taman Jurong	301A Corporation Drive Singapore 619773
Social Service Office @ Tampines	Our Tampines Hub Public Service Centre 1 Tampines Walk #01-21 Singapore 528523
Social Service Office @ Toa Payoh	490 Lor 6 Toa Payoh #07-11 HDB Hub Bizthree Singapore 310490
Social Service Office @ Woodlands	900 South Woodlands Drive #06-13 Woodlands Civic Centre Singapore 730900
Social Service Office @ Yishun	Blk 746 Yishun Street 72 #01-127 Singapore 760746

Annex B – List of Participating SACs/AACs

Central

SAC/AAC	Address	Tel
Care Corner AACH (TP131)	Blk 131 Lorong 1 Toa Payoh #01-01 (S310131)	6264 0262
Care Corner Senior Activity Centre (TP106)	Blk 106 Toa Payoh Lorong 1, #01-349 (S310106)	6266 7423
Care Corner Senior Activity Centre (TP149)	Blk 149 Toa Payoh Lorong 1, #01-963 (S310149)	6258 3122
Care Corner Senior Activity Centre (TP170)	Blk 170 Toa Payoh Lorong 1, #01-1102 (S310170)	6352 7930
Care Corner Senior Activity Centre (TP5)	Blk 5 Toa Payoh Lorong 7, #01-131 (S310005)	6258 7922
Care Corner Senior Activity Centre (TP62B)	Blk 62B Toa Payoh Lorong 4, #02-121 (S312062)	6258 0503
Care Corner Senior Activity Centre (TP261A)	Blk 261A Toa Payoh East (Apex) #01-03 Singapore (S311261)	6971 1190
COMNET @ Sin Ming Senior Activity Centre	26 Sin Ming Industrial Estate Sector A #01-158 (S570026)	6455 5236
COMNET@Sin Ming Garden (Senior Activity Centre)	Blk 410 Sin Ming Ave #01-119 S(570410)	6251 5010
Silver ACE @ Whampoa	Blk 116 Jalan Tenteram #01-06 Singapore 320116	6590 4289
THK SAC @ Beo Crescent	Blk 44 Beo Crescent #01-67 (S160044)	6376 3023
THK SAC @ Toa Payoh 15	Blk 15 Toa Payoh Lorong 7, #01-579 (S310015)	6251 6504
THK SAC @ Toa Payoh 31	Blk 31 Toa Payoh Lorong 5 #01-663 (S310031)	6250 3827

East

SAC/AAC	Address	Tel
COMNET @ Pasir Ris	Blk 476A Pasir Ris Drive 6 #01-618 (S511476)	6246 8002
COMNET Senior Activity Centre @ 182 Rivervale Crescent	Blk 182 Rivervale Crescent, #01-311 (S540182)	6385 0260
COMNET@Punggol Place (Senior Activity Centre)	Blk 206A #01-2030 Punggol Place (S821206)	6904 9965
Senior Activity Hub @ 677B	Blk 677B Punggol Drive #01-774 (S822677)	6904 9817
Lions Befrienders Senior Activity Centre@Tampines 499C	Block 499C Tampines Avenue 9 #01-256 (S523499)	6681 4924
Lions Befrienders Cluster Support @ Tampines	Blk 494E Tampines St 43 #01-544 (S525494)	6681 4940

Lions Befrienders (Tampines) Senior Activity Centre	Blk 434 Tampines St 43 #01-77 (S520434)	6681 4928
THK Bedok Radiance SAC	Blk 12 Bedok South Ave 2 #01-610 (S460012)	6242 2483
THK SAC @ MacPherson	Blk 90 Pipit Road #01-103 (S370090)	6745 6696
THK Seniors Activity Centre @ Cassia	Blk 52 Cassia Crescent #01-155 (S390052)	69172507
THK SAC @ Fengshan 101	Blk 101 Bedok North Ave 4 #01-1958 (S460101)	6208 2653
THK SAC @ Fengshan 114	Blk 114, Bedok North St 2 #01-240 (S460114)	6245 6993
THK SAC @ Kaki Bukit	Blk 509B Bedok North St 3, #02-157 (S462509)	6241 6691
Lions Befrienders (Bendemeer) Senior Activity Centre	Blk 32 Bendemeer Road #01-799 (S330032)	6681 4904

North

SAC/AAC	Address	Tel
Care Corner Senior Activity Centre (Rental)	Blk 16 Marsiling Lane #01-195 (S730016)	6219 3767
Care Corner Senior Activity Centre (WL569A)	Blk 569A Champions Way #01-336 (S731569)	6570 3547
COMNET @ Teck Ghee (Senior Activity Centre)	Blk 420 Ang Mo Kio Ave 10, #01-1143 (S560420)	6453 5364
COMNET@Cheng San (Senior Activity Centre)	Blk 510 Ang Mo Kio Ave 8 #01-2556 (S560510)	6251 1358
Lions Befrienders (Ang Mo Kio 318) Senior Activity Centre	Blk 318 Ang Mo Kio Ave 1, #01-1453 (S560318)	6681 4900
NTUC Active Aging Hub - Kampung Admiralty	676 Woodlands Drive 71 #06-01 (S730676)	6870 8500
Silver COVE Marsiling	Blk 180A Marsiling Road #01-2208 (S731180)	6250 3634
THK Chong Pang Social Service Hub	131 Yishun Street 11 #01-235 S(760131)	6690 0110
THK SAC @ AMK 208	Blk 208 Ang Mo Kio Ave 1 #01-1019 (S560208)	6456 2611
THK SAC @ AMK 257	Blk 257 Ang Mo Kio Ave 4 #01-67 (S560257)	6459 9139
THK SAC @ AMK 645	Blk 645 Ang Mo Kio Ave 6 #01-4937 (S560645)	6554 7298

South

SAC/AAC	Address	Tel
Indus Moral CARE	Blk 79 Indus Road #01-451 (S161079)	6276 3283
Lions Befrienders (Mei Ling) Senior Activity Centre	Blk 150 Mei Ling Street #01-53 (S141150)	6681 4916

Silver ACE @ Lengkok Bahru	Blk 57 Lengkok Bahru #01-491 (S151057)	6473 3387
Henderson Senior Activity Centre	Blk 117 Bukit Merah View #01-205 (S151117)	6250 4069
Silver ACE @ Bukit Merah	Blk 117 Jalan Bukit Merah #01-1683 (S160117)	6273 2969
Silver ACE @ Mt. Faber	Blk 76 Telok Blangah Drive #01-252 (S100076)	6590 4370
Silver ACE @ Redhill	Blk 71 Redhill Road #01-29 (S150071)	6473 8557
Silver ACE @ Telok Blangah	Blk 41 Telok Blangah Rise #01-373 (S090041)	6273 3297
THK SAC @ Telok Blangah Crescent	Blk 3 Telok Blangah Crescent #01-504 (S090003)	6276 1216
THK SAC @ Henderson (Satellite 93)	Blk 93 Henderson Road #01-210 (S150093)	6273 8291
THK SAC @ Bukit Merah View	Blk 118 Bukit Merah View #02-101 (S150118)	6276 4761

West

SAC/AAC	Address	Tel
Lions Befrienders (Clementi) Senior Activity Centre	Blk 420A Clementi Ave 1 #02-03 (S121420)	6681 4908
Lions Befrienders (Ghim Moh) Senior Activity Centre	Blk 18 Ghim Moh Road #01-115 (S270018)	6681 4912
LB SAC @ 344 Clementi	Blk 344 Clementi Avenue 5 #01-132 (S120344)	6681 4976
LB SAC @366 Clementi	Blk 366 Clementi Ave 2 #01-252 (S120367)	6681 4025
Silver ACE @ Taman Jurong	Blk 118A Corporation Drive (S611118)	6261 6563
Silver ACE @ Boon Lay	Blk 179 Boon Lay Drive #01-448 (S640179)	6590 4368
NTUC Active Aging Hub - Bukit Batok West	439 Bukit Batok West Ave 8 #02-01 (S650439)	6970 5829
NTUC Active Aging Hub - Jurong Central Plaza	493 Jurong West Street 41 #01-01 (S640493)	6256 3671
THK SAC @ Boon Lay	Blk 190 Boon Lay Drive #01-242 (S640190)	6264 6065
THK Bukit Batok Social Service Hub	Blk 235 Bukit Batok East Ave 5 #01-21 (S650235)	6566 5303
THK Seniors Services @ Taman Jurong	Blk 337 Tah Ching Rd, #01-01 (S610337)	6795 1185

Annex C – List of Participating Disability Social Service Agencies (SSAs)

S/N	Name	Address	Tel
1.	Autism Resource Centre (Singapore)	5 Ang Mo Kio Ave 10, Singapore 569739	6323 3258
2.	APSN	900 New Upper Changi Road, Singapore 467354 11 Jalan Ubi Block 2 #02-12 Singapore 409074	6479 6252
3.	AWWA (Adult Disability)	5 Pasir Ris Street 22, Singapore 518064	6511 5210
4.	CaringSG Limited	20 Lengkok Bahru, #01-01C Block Nest, Singapore 159053	-
5.	Cerebral Palsy Alliance Singapore	65 Pasir Ris Dr 1, Cerebral Palsy Centre, Singapore 519529	6585 5600
6.	Extra•Ordinary People	7500A Beach Road #01-313, The Plaza Block A Singapore 199591	6286 5088
7.	Handicaps Welfare Association	16 Whampoa Dr, Singapore 327725	6254 3006
8.	Rainbow Centre	501 Margaret Drive Singapore 149306 15 Yishun Street 61 Singapore 768548 11 Marsiling Lane Singapore 739148	6475 2072
9.	Movement for the Intellectually Disabled of Singapore	800 Margaret Drive, Singapore 149310	6479 5655
10.	Metta Welfare Association	32 Simei Street 1, Singapore 529950	6580 4688
11.	Muscular Dystrophy Association (Singapore)	9 Bishan Pl, Singapore 579837	6259 6933
12.	Singapore Association of The Visually Handicapped	47 Toa Payoh Rise, Singapore 298104	6251 4331
13.	SPD	2 Peng Nguan St, Singapore 168955	6579 0700
14.	St. Andrew's Autism Centre	1 Elliot Rd, 458686	6517 3800
15.	SUN-DAC	Blk 213 Choa Chu Kang Central #01-110 Singapore 680213 Block 39 Bedok South Road, #01-719 Singapore 460039 600 Upper Thomson Road, Blk C, #01-21 Singapore 574421	Choa Chu Kang: 67636234 Bedok South: 64426395 Upper Thomson: 62659428
16.	The Singapore Association for The Deaf	227 Mountbatten Rd, Singapore 397998	6344 8274

As of 8 July



17.	TOUCH Community Services (Special Needs)	Blk 162 Bukit Merah Central #05-3545 Singapore 150162	6377 0122
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