

As of 24 August 2022

Frequently Asked Questions (FAQs)

For Youths and Children from Low-Income Families:

1. How can I sign up to receive a Data for All plan?

Register for any of our upcoming roadshows to redeem your free data plan. Visit go.gov.sg/dataforall to check on the nearest roadshow to you.

Please Bring along your Letter of Eligibility, your physical NRIC and ensure that you have your Singpass app ready for verification of family members. Alternatively, you may produce birth certificates as proof of verification.

For enquiries, please call the IMDA hotline at 6377 3800.

2. What do I need to bring to redeem?

Bring along your Letter of Eligibility, your physical NRIC and ensure that you have your Singpass app ready for verification of family members. Alternatively, you may produce birth certificates as proof of verification.

For enquiries, please call the IMDA hotline at 6377 3800.

3. Must I bring along my physical NRIC for the roadshow to redeem my data plan? Can I show a digital copy of my NRIC instead?

Yes, you would need to bring along your physical NRIC for the roadshow. Other forms of identification such as digital or photocopy of your NRIC, driving license, would not be accepted.

4. 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.

5. 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.

6. 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.

7. 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.

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

Yes, this is free. No billing will be posted to you.

10. 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).

11. I know of a family who will benefit. How do I help them sign up?

All eligible households would receive a letter of eligibility by end of October.

Alternatively, please direct the family to visit go.gov.sg/dataforall or call IMDA Hotline at 6377 3800 to find out more.

12. I require more data each month, can I top up?

Yes, you can do so via the M1 Maxx app.

13. 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.

14. 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.

Annex – 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 |

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| 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 |