

As of 17 October 2022

Frequently Asked Questions (FAQs)

For Persons with Disabilities and their Caregivers

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

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 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. Alternatively, persons with disabilities may also visit any of the upcoming roadshows organised to redeem the free data plan.

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. For persons with disabilities aged below 18 years, the caregiver may sign up on behalf.

3. I do not have an email address or a debit/credit card. Can I use my caregiver's card?

Yes, you may use your caregiver's email address or link your caregiver's card. However, do note that both are required for successful redemption.

4. 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.

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

For registration through your disability SSA, no documentation is required. For walk-ins, please bring along any of the 3 cards for verification:

- Persons with Disabilities Concession Card; or
- Developmental Disability Registry (DDR) Identity (ID) card; or
- CaringSG member card.

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

You may walk into any of our roadshows to redeem your free data plan.

7. When will the data plan renew each month?

The data plan services start on the day the SIM card is activated and will continue for the calendar month of activation. It will be automatically renewed for successive periods of 1 calendar month each ("renewal cycle").

8. 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.

9. 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

10. 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.

11. 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.

12. 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.

13. 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>.

14. 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.

15. 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>.

16. 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. You would need to bring along your NRIC and person with disability or caregiver documentation for validation as well.

17. 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 or upcoming roadshows. For sign-ups at the disability SSAs, more instruction would be provided on when to collect the SIM card at the SSA and sign up via the giga! app by 31 Dec 2022.

18. 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>.

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

You may call the IMDA hotline at 6377 3800.