

Frequently Asked Questions (FAQs)

1. What is DigitalAccess@Home?

DigitalAccess@Home is an assistance scheme that supports low-income households with affordable home internet connectivity and devices (laptops and tablets).

2. Who can apply for DigitalAccess@Home?

Please refer to the table below for the eligibility criteria for DigitalAccess@Home scheme.

Eligibility Criteria	
Dwelling Type	Stay in a HDB flat
Citizenship	At least a member of your household is a Singapore citizen
Income	<ul style="list-style-type: none">• Monthly Gross Household Income (GHI)¹ ≤ \$1,900 <u>OR</u> monthly Per Capita Income (PCI)¹ ≤ \$650• Monthly GHI¹ ≤ \$3,400 OR monthly PCI¹ ≤ \$900, if there is a primary school student or person with disabilities in the household• (For applications received before 31 March 2025) Monthly GHI¹ ≤ \$3,400 OR monthly PCI¹ ≤ \$900, if your household has MOE school-going child/children² (with none in primary school)
Others	Existing beneficiaries of subsidised broadband or subsidised devices (under either the Home Access or NEU PC Plus schemes) will not be offered subsidised broadband or subsidised devices respectively

¹ Income is computed as an average of the last 12 months. GHI (Gross Household Income) refers to all employment income, self-employed income, rental income, overtime pay, allowances, cash awards, omissions and bonuses of all members of the household. PCI (Per Capita Income) refers to the average monthly gross household income divided by the total number of household members.

² Full-time students age 25 and younger attending a Government / Government-Aided School, Junior College, Centralised Institute, Independent School, Specialised Independent School, Specialised School, Institute of Technical Education, Polytechnic or MOE-funded Special Education School.

You may use the online self-assessment tool (<https://go.gov.sg/digitalaccesschecker>) to check on your eligibility before applying.

3. What kind of assistance are offered in DigitalAccess@Home scheme?

Households eligible for the DigitalAccess@Home scheme can choose from the following:

- 3 years of subsidised fibre broadband and a subsidised device (laptop or tablet); or
- 3 years of subsidised fibre broadband; or
- a subsidised device (laptop or tablet).

4. How long is the DigitalAccess@Home contract per application?

3 years.

5. I am an existing or was previously a Home Access/NEU PC Plus beneficiary, can I apply for the DigitalAccess@Home?

An existing NEU PC Plus beneficiary may submit a DigitalAccess@Home application for a fibre broadband only package, or a device only package if he/she is not currently benefitting from subsidised fibre broadband or device (desktop/laptop) respectively.

If an applicant is an existing Home Access beneficiary and is not currently benefitting from a subsidised device (tablet/smartphone), he/she may apply for a device under the DigitalAccess@Home scheme.

Applicants are encouraged to use the online self-assessment tool on <https://go.gov.sg/digitalaccesschecker> to check their eligibility before applying.

6. Can I apply for both DigitalAccess@Home and Mobile Access for Seniors Scheme (MAS)?

Yes, if you meet the eligibility criteria for both schemes.

DigitalAccess@Home scheme provides subsidised fibre broadband plan and/or laptop/tablet for low-income households, while Mobile Access for Seniors provides subsidised mobile plan and smartphone for low-income seniors (aged 60 and above who are active recipients of MSF's ComCare Assistance and HDB's Public Rental Scheme).

Please refer to the eligibility criteria of the respective schemes before applying.

- DigitalAccess@Home – www.digitalaccess.gov.sg

- Mobile Access for Seniors – <http://www.imda.gov.sg/ma>

7. How much do I have to pay for the assistance packages under DigitalAccess@Home scheme?

The amount of your co-payment will depend on the product(s) you select and the subsidy tier that you are qualified for. The table below shows the co-payment amounts:

	Subsidised Broadband (Select One) Monthly Payment over 36 Months (before GST) ²		Subsidised Devices (Select One) One-time Payment (before GST) ²			
Applicant Type	M1		Acer	JK Technology		
	500Mbps	1Gbps	Laptop 15.6" Intel Core i5	Laptop 15.6" AMD Ryzen 5	Tablet 8" Android	Tablet 10.1" Android
Tier 1 / Public Rental Scheme (PRS) You or a member of your household is a beneficiary of <ul style="list-style-type: none"> • HDB PRS OR <ul style="list-style-type: none"> • MSF ComCare Long-Term/ Short-to-Medium Term Assistance OR <ul style="list-style-type: none"> • MOE Financial Assistance Scheme (FAS)¹, with GHI ≤ \$1900 or PCI ≤ \$650) 	\$5	\$10	\$220	\$235	\$75	\$85
Tier 2 / Reside in 1-3 Room You reside in a HDB 1-3 room flat OR You or a member of your household is a beneficiary of MOE's FAS ¹ (with \$1,900 < GHI ≤ \$3,400 or \$650 < PCI ≤ \$900)	\$10	\$15	\$445	\$475	\$155	\$165
Tier 3 / Reside in 4 Room or Larger You reside in a 4 room flat or larger	\$15	\$20	\$665	\$710	\$230	\$250

¹MOE FAS includes MOE FAS for mainstream schools, Special Education Financial Assistance Scheme (SPED-FAS) for special needs schools, and Higher Education Community Bursary (HECB) Tier 1 for Polytechnic and ITE students

² Payments are subject to the prevailing GST.

8. How do I sign up for DigitalAccess@Home online?

Applications can be done online via www.digitalaccess.gov.sg.

9. How do I sign up for DigitalAccess@Home via hardcopy form?

You may download the hardcopy form from www.digitalaccess.gov.sg.

Submit the completed DigitalAccess@Home application form to:

Attention: Digital Access Team
Infocomm Media Development Authority (IMDA)
PSA Building Post Office P.O. Box 316
Singapore 911141

10. How can I obtain a hardcopy application form if I am not able to print it on my own?

You may request for a hardcopy form from:

- IMDA Contact Centre: Call 6377 3800
- Email: digitalaccess@imda.gov.sg
- Nearest SG Digital Community Hub (you may find the nearest SG Digital Community Hub from go.gov.sg/learninghubs)

11. How can I get help in filling up the application form?

Please visit a SG Digital Community Hub or call IMDA Contact Centre at 6377 3800 for assistance. You may find the nearest SG Digital Community Hub from go.gov.sg/learninghubs.

12. When will I know my application outcome?

Your application will be processed within 10 business days. A letter regarding your application outcome will be sent to your residential address (along with a SMS sent to your registered mobile number).

Alternatively, you may check your application status using your Singpass on www.digitalaccess.gov.sg.