

Singtel Sponsorship Scheme (STSS) Factsheet and Frequently Asked Questions

About Singtel Sponsorship Scheme

1. Singtel provides subsidy on selected telecoms costs for NCSS members through the annual sponsorship. Only telecommunication lines and broadband plans from Singtel & SingNet are eligible for the subsidy
2. The available subsidies under STSS are summarised in the table below.

Type of Line	Subsidy per month	Guidelines
Ordinary Line	\$15 per line	1) Subject to a minimum monthly Local Call Charge of \$10 per line. 2) Eligible number of lines for subsidy: a) 1 to 2 centres - claim up to 5 lines; b) 3 to 7 centres - claim up to 10 lines; c) \geq 8 centres - claim up to 15 lines.
Toll-free Line	Actual cost per line (capped at \$120)	1) Claim up to 2 Toll-free lines per agency. 2) Must be used for counselling and crisis intervention purposes. 3) Usage of the lines must be for different purposes.
Fax Line	\$10 per line	1) Claim up to 2 Fax lines per agency.
Internet (for Broadband only)	\$30 per account	1) Claim for 1 Broadband account per agency.

Eligibility Criteria

3. The eligibility criteria for STSS subsidies are:
 - a) NCSS Member
 - b) Provide Direct Social Services
 - c) Singtel Customer

Application Procedure

4. To apply for Singtel Sponsorship Scheme, please visit the following link below and fill in the application form. Applicants will be required to login using CorpPass/SingPass to access this link:
<https://form.gov.sg/63442e6e1ebb600011392727>
5. To complete the application form, applicants will be required to attach their compiled e-Singtel bill from either January or February or March 2022. As only one attachment document is allowed within the application form, please ensure

that the attached document has the respective information of the types of lines that your organisation is claiming for. For Toll-Free Lines, you will be required to include 12 months' worth of Toll-Free line bills in your attachment, from April 2021 to March 2022.

Additional Notes

- 1) For Ordinary lines, subscription and international calls charges are not eligible for the reimbursement. Any additional charges incurred over and above the sponsorship will be the responsibility of the agencies.
- 2) New lines and accounts that are activated during the financial year shall be computed on a pro-rated basis.
- 3) Application and reimbursement of telecommunication expenses is conducted on a yearly basis.
- 4) For Agencies with more than one centre receiving sponsorship, the reimbursements will be issued to the HQs. This sponsorship is subjected to the continuation of the sponsorship scheme by Singtel. NCSS will not be liable if Singtel decides to withdraw the scheme at any point in time.

Frequently Asked Questions

1. My organisation has a Day Care Centre. Can my agency submit separate applications for the HQ and the Centre?

Ans: Agency with more than one centre shall submit a consolidated application for all the centres and the reimbursement will be issued to the HQ.

2. My agency has a HQ and 1 centre with 13 ordinary lines. Can my agency apply for the subsidy for all the 13 lines?

Ans: Agency with 1 centre can apply for subsidy of up-to 5 ordinary lines.

3. My agency's HQ and 2 centres have each subscribed to a separate broadband account. Can my agency apply for the subsidy for all 3 broadband accounts?

Ans: Each agency is eligible to apply for the subsidy for only one broadband account.

4. My agency had subscribed to a new SingNet broadband account that commenced on August 2021. Is this new account eligible for the subsidy?

Ans: New phone lines and broadband account that were activated during the reimbursement period from 1st April 2021 to 31st March 2022, are eligible for the subsidy and will be reimbursed on a pro-rated basis. Please indicate the number of months that the line has been activate in the application link and we will pro-rate is accordingly.

5. Can my agency apply for subsidy for my Singtel mobile phone lines?

Ans: Singtel mobile phone lines are not eligible for the STSS subsidy.

6. My agency has been using Singtel ordinary phone line as our helpline. Can my agency apply for the subsidy under the Toll-free line?

Ans: Toll-Free lines are phone lines with numbers starting with '1800'.

7. If my agency is funded by "Singtel Touching Lives Fund" (STLF), can my agency also apply for this subsidy?

Ans: Telecom expenses funded under STLF will not be eligible for SSTS subsidy.

8. None of my agency's Singtel bills for January, February, and March 2022 meet the eligibility criteria of at least \$10 for local call charge. Can my agency use May or November Singtel bills to apply for the subsidy?

Ans: Only January or February or March 2021 Singtel bills are accepted. Your agency is required to attach it in the application link. Unless your agency is also claiming for Toll-Free line, then 12 months' worth of Toll-Free line Singtel bill will be required.

9. My agency has 2 fax lines with no usage (\$0) for 1 fax line. Can we apply for subsidy for 2 fax lines?

Ans: Yes. Each agency is eligible for subsidy for up-to 2 fax lines regardless of the number of fax lines. You shall indicate \$0.00 in the application link.

10. What if my agency has missed out one of the ordinary/fax line supporting documents? What will happen to my agency's application?

Ans: NCSS will treat all submitted application and supporting documents as complete and final.

11. If my agency misses the submission deadline, does NCSS allow appeal for late submission?

Ans: We seek your understanding that we are unable to accept late submissions or re-submissions after the deadline, to keep to the processing timeline to all members that applied.