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ONLINE SAFETY (RELIEF AND ACCOUNTABILITY) ACT 2025

ONLINE SAFETY (RELIEF AND ACCOUNTABILITY) (SERVICE) REGULATIONS 2026

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In exercise of the powers conferred by section 79 of the Online Safety (Relief and Accountability) Act 2025, the Minister for Digital Development and Information makes the following Regulations:

Citation and commencement

1. These Regulations are the Online Safety (Relief and Accountability) (Service) Regulations 2026 and come into operation on 29 June 2026.

Definitions

2. In these Regulations —

“authorised representative”, in relation to a partnership (other than a limited liability partnership), means any person authorised to accept service of documents on behalf of the partnership;

“business address” means —

- (a) in the case of an individual, the individual’s usual or last known place of business in Singapore or outside Singapore; or
- (b) in the case of a partnership (other than a limited liability partnership), the partnership’s principal or last known place of business in Singapore or outside Singapore;

“chosen means of access”, for an addressee on whom is or is to be served a specified document, means an electronic means the addressee agrees with the person giving or serving the specified document as the means by which the addressee may access that document’s contents;

“chosen means of notification”, for an addressee on whom is or is to be served a specified document, means an electronic means that the addressee nominates to the person giving or serving the specified document as the means by which the addressee may be notified that such a document has been served on the addressee;

“electronic service” means —

- (a) a service that allows end-users to access information or material using a broadcasting service or telecommunication service for carrying messages or other information or material (whether between persons and persons, things and things or persons and things); or
- (b) a service that delivers information or material to persons having equipment appropriate for receiving that information or material, where the delivery of the service is by a broadcasting service or telecommunication service described in paragraph (a);

“MMS” means an electronic service that enables the transmission of multimedia messages (such as visual or voice communication) from an end-user on a mobile

telephone to another mobile telephone through a telecommunication service;

“official website” means any one of the following websites:

- (a) the website of the Commissioner at <https://www.osc.gov.sg/directions-notice-and-orders>;
- (b) the website of the Appeal Committee at <https://www.osc.gov.sg/appeal>;

“residential address” means an individual’s usual or last known place of residence in Singapore or outside Singapore;

“SMS” means an electronic service that enables the transmission of short text messages from an end-user on a mobile telephone to another mobile telephone through a telecommunication service;

“specified document” means a notice, direction, order or other document permitted or required to be given under the Act to be served on a person or class of persons, but excludes any document to be served in proceedings in court.

Service on a person

3.—(1) A specified document may be served in accordance with this regulation.

(2) A specified document to be served on an individual may be served —

- (a) by giving it to the individual personally;
- (b) by sending it by prepaid registered post to the address specified by the individual for the service of documents generally, or specifically for the specified document, or (if no address is so specified) the individual’s residential address or business address;
- (c) by leaving it at the individual’s residential address with an adult apparently resident there, or at the individual’s business address with an adult apparently employed there;

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- (d) by affixing a copy of the specified document in a conspicuous place at the individual's residential address or business address;
 - (e) by sending it by fax to the fax number last known to the person giving or serving the specified document as the fax number for the service of documents on the individual; or
 - (f) if the individual has an email address at which the individual may be contacted — by sending an electronic communication of the specified document to that email address.
- (3) A specified document to be served on a partnership (other than a limited liability partnership) may be served —
- (a) by giving it to any partner or other similar officer, or an authorised representative, of the partnership;
 - (b) by leaving it at, or by sending it by prepaid registered post to, the partnership's business address;
 - (c) by sending it by fax to the fax number used at the partnership's business address; or
 - (d) if the partnership has an email address at which the partnership may be contacted — by sending an electronic communication of the specified document to that email address.
- (4) A specified document to be served on a body corporate (including a limited liability partnership) or an unincorporated association may be served —
- (a) by giving it to the secretary or other similar officer of the body corporate or unincorporated association, or the limited liability partnership's manager;
 - (b) by leaving it at, or by sending it by prepaid registered post to, the registered office or principal office of the body corporate or unincorporated association;

- (c) by sending it by fax to the fax number used at the registered office or principal office of the body corporate or unincorporated association; or
 - (d) if the body corporate or unincorporated association has an email address at which the body corporate or unincorporated association may be contacted — by sending an electronic communication of the specified document to that email address.
- (5) In addition, a specified document to be served on an addressee may be served —
 - (a) if the addressee has a chosen means of notification — by giving an electronic notice to the addressee by the addressee's chosen means of notification, stating that the specified document is available for access and how the addressee may use the addressee's chosen means of access to access the specified document's contents;
 - (b) if the addressee has an account on any online service, and that online service provides a mechanism for that addressee to receive electronic communications in that account — by sending an electronic communication of the specified document to that account;
 - (c) if the addressee has an Internet website, a blog or a page on any online location or online service, and that Internet website, blog or page on the online location or online service provides a mechanism for the posting of comments on that Internet website, blog or page of that online location or online service — by posting an electronic communication of the specified document on that Internet website, blog or page on that online location or online service;

- (d) if the addressee has a telephone account or an account on an electronic service at which the addressee may be contacted — by sending to that account an electronic communication of the specified document or an electronic notice stating that the specified document is available for access and how the addressee may access the specified document's contents; or

Illustration

Sending a specified document addressed to a person by SMS or MMS to the person's telephone account or by mobile chat application to the person's account.

- (e) subject to paragraph (6), by causing a notice containing the following information to be published on an official website:
 - (i) a statement identifying the specified document;
 - (ii) a statement that the addressee to be served may obtain the specified document from the person serving the specified document by writing to the address or email address specified in the notice, or by any other way that may be specified in the notice.
- (6) Paragraph (5)(e) applies if and only if —
 - (a) the addressee to be served, or an individual mentioned in paragraph (3)(a) or (4)(a) (if applicable) cannot, by due diligence, be found;
 - (b) if the addressee to be served is an individual — the name, residential or business address, fax number and email address of the addressee cannot, by due diligence, be ascertained;
 - (c) if the addressee to be served is a partnership (other than a limited liability partnership) — the name, business address, fax number and email address of the addressee cannot, by due diligence, be ascertained;
 - (d) if the addressee to be served is a body corporate (including a limited liability partnership) or an unincorporated association — the name, address of the

addressee's registered office or principal office, fax number and email address of the addressee cannot, by due diligence, be ascertained;

- (e) the addressee to be served has not agreed to a chosen means of notification or a chosen means of access;
- (f) the addressee to be served does not appear to have any account mentioned in paragraph (5)(b) or (d); and
- (g) the addressee to be served does not appear to have an Internet website, a blog or a page mentioned in paragraph (5)(c).

Service on a person's solicitor

4.—(1) A person may be served in accordance with a method described in paragraph (2), but only if the person has consented (expressly or impliedly) to the service of documents by that method.

(2) If the person is represented by a solicitor in connection with a specified document, the document may be served on the person —

- (a) by giving it personally to the solicitor;
- (b) by leaving it with, or giving it to, someone who —
 - (i) is present at the solicitor's business address in Singapore; and
 - (ii) is an adult apparently employed there;
- (c) by sending it by prepaid registered post to the solicitor's business address in Singapore;
- (d) if the solicitor has a fax number for the service of documents — by faxing it to that number; or
- (e) if the solicitor has an email address for the service of documents — by sending an electronic communication of the specified document to that email address.

When service on person takes effect

5. Service of a specified document on a person in accordance with a method described in these Regulations takes effect —

- (a) if the specified document is sent by fax and a notification of successful transmission is received — on the day of transmission;
- (b) if the specified document is sent by post — 2 days after the day the document was posted (even if it is returned undelivered); or
- (c) if the specified document is served under regulation 3(5)(c) or (e) — at the beginning of the day after the date on which that provision has been complied with.

Service on a class of persons

6.—(1) A specified document to be served on a class of persons may be —

- (a) served on each of the persons in the class in accordance with regulation 3(2), (3), (4) or (5)(a), (b), (c) or (d) or 4, as the case may be; or
- (b) served by publishing both —
 - (i) in a daily newspaper circulating in Singapore, or on radio and on television, or in any other way that, in the opinion of the person serving the specified document, will be most likely to bring the specified document to the attention of the persons who belong to the class; and
 - (ii) on an official website.

(2) Service of a specified document on a class of persons takes effect —

- (a) if it is served in accordance with paragraph (1)(a) — when it is served on all the persons in the class in question; or
- (b) if it is served in accordance with paragraph (1)(b) — at the beginning of the day after the date on which that provision has been complied with.

Made on 24 June 2026.

CHNG KAI FONG
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and Information,
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