

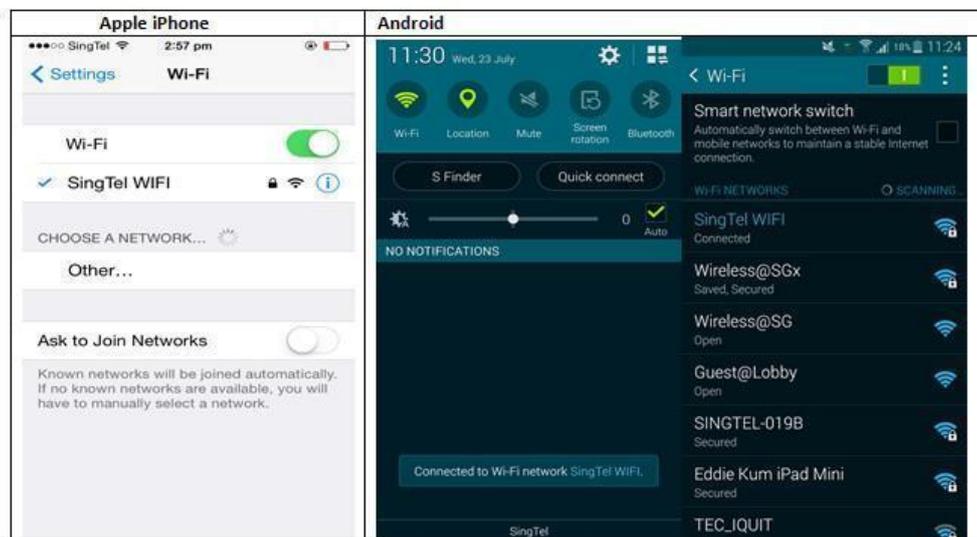


## Singtel WiFi (Mobile) FAQ

### Q. How do I connect to Singtel WiFi?

A. Eligible mobile customers can connect to Singtel WiFi automatically. Simply switch on WiFi on your device and you will automatically be connected to SSID (Network Name) "Singtel WiFi" to enjoy fast surfing.

No further registration is required. There are no required username and password in order to connect to the WiFi hotspot. When your supported handset is within the coverage area and the Wi-Fi setting is enabled, it will be automatically connected.



### Q. Do I need to enter any login credentials to use Singtel WiFi?

A. There is no required username and password in order to connect to the WiFi hotspot. When your supported handset is within the coverage area and the WiFi setting is enabled, it will be automatically connected.

### Q. I have a MobileShare line. Can I use Singtel WiFi on this line?

A. MobileShare supplementary lines will be able to enjoy Singtel WiFi so long as the main line is an eligible price plan. The total Singtel WiFi bundle will be shared between the main line and all MobileShare supplementary lines tied to the main line.

### Q. How do I switch from a free WiFi zone to Singtel WiFi?

A. If you are on an eligible price plan and are in the vicinity of a Singtel WiFi hotspot, the WiFi network will identify you based on your SIM card and log you on Singtel WiFi seamlessly.



**Q. Where is the Singtel WiFi service available?**

A. Singtel WiFi is currently available at more than 1600 hotspots in shopping malls and Singtel shops. Please [click here](#) for the list of hotspots.

**Q. Why/How am I being automatically connected onto Singtel WiFi network?**

A. If you are on an eligible price plan and are in the vicinity of a Singtel WiFi hotspot, WiFi network will identify you based on your SIM card and log you on Singtel WiFi seamlessly.

**Q. If I choose 'Forget Network' or manually disconnect from Singtel WiFi, will I be able to connect again automatically?**

A. iOS, Android, Blackberry - Phones without 'Forget Network' option

- On iOS 7 handsets, if you turn off 'Auto Join' you will not be able to automatically connect again. There is no 'Forget Network' option.
- On Android handsets that have preloaded WiFi SSID, you will not be able to remove/disable the SSID by choosing 'Forget Network'. You may directly connect to your preferred network.
- On Blackberry 10 OS, if you disable the network you will need to turn on Enable Connections and then Save and Connect in order to connect again. There is no 'Forget Network' option.
- On Blackberry OS, you will need to save the network again in order to connect automatically. There is no 'Forget Network' option.

Other manually configured handsets - Phones with 'Forget Network' option

Other handsets that are manually configured will fail to connect once you choose 'Forget Network'.

**Q. If the Wi-Fi radio of my device is off, will it automatically connect to Singtel WiFi?**

A. No, you need to enable your Wi-Fi on your smartphone in order to connect.

**Q. If my device is currently connected to 3G or 4G and my Wi-Fi is on, will it be switched to Singtel WiFi when I am in the coverage area?**

A. Yes, your device will automatically connect to Singtel WiFi.

**Q. If I choose not to be automatically connected to Singtel WiFi and use 3G or 4G or other WiFi networks, how can I avoid the switching?**

A. You may disable WiFi on your handset or manually select the WiFi network to connect to.

**Q. If I am out of the Singtel WiFi coverage area, will my handset be switched automatically to 3G or 4G?**

A. Yes, your handset will be switched back to 3G or 4G as long as mobile data is enabled.

**Q. If I set my WiFi to off, will I receive any alerts to inform me that I am in the WiFi zone?**



A. No, there will be no alerts. You can view the list of WiFi hotspots on Singtel WiFi website.

**Q. I have disabled mobile data on my smartphone and am using Singtel WiFi for surfing. Can I still use my personal hotspot to allow tethering?**

A. It is not possible to tether while connected only to Singtel WiFi and mobile data is off. The WiFi radio of the device can only be used to receive or broadcast at any one point in time.

**Q. Can I not use Singtel WiFi?**

A. Yes. Simply switch off your Wi-Fi on your smartphone or manually select another WiFi network to connect to.

**Q. I am within the coverage area where both Wireless@SGx and Singtel WiFi are available, and I have never connected previously to either network. Which network will my handset automatically connect to?**

A. Your handset will automatically connect to Singtel WiFi.

**Q. My handset was previously connected to Wireless@SGx and I am within the coverage area where both Wireless@SGx and WiFi are available, which network will my handset automatically connect to?**

A. For Android devices, it will automatically connect to Wireless@SGx. On the other hand, iOS devices will always be connected to Singtel WiFi.

**Q. Why can't I connect to Singtel WiFi at some locations?**

A. At some locations, only the 5GHz WiFi spectrum is deployed to abide by the standards set by the infrastructure owners or to ensure an interference free experience for the user. If you are unable to access Singtel WiFi at a given location, consider moving to another a different location or switch to a handset that supports the 5GHz WiFi spectrum.