

# Singtel WiFi (Broadband) FAQ

## 1. What is Singtel WiFi?

Singtel WiFi is a WiFi hotspot service that brings your WiFi coverage out of your home to hundreds of hotspots islandwide if you are a Singtel Fibre Broadband Subscriber.

## 2. How do I get Singtel WiFi (Broadband)?

All Singtel Fibre Broadband customers have 1 free access to Singtel WiFi. If you are a Singtel Fibre Broadband customer, simply click on the "Activate Now" button on the Singtel WiFi (Broadband) page to activate your Singtel WiFi account and start using today.

## 3. What information do I need to activate my Singtel WiFi account?

You will need to have the NRIC and Home Telephone registered under the Fibre Broadband subscriber to activate Singtel WiFi (Broadband) successfully.

## 4. What speeds can I enjoy at a Singtel WiFi hotspot?

You can enjoy up faster speeds of typical download speeds from 4 to 10 Mbps and up to 70Mbps when connected to Singtel WiFi.

## 5. How do I connect to Singtel WiFi (Broadband)?

After activating your Singtel WiFi (Broadband) account, configure your device when in range of any hotspot. To configure your device, simply follow the instructions listed on this page.

For Singtel Mobile customers on Combo, Easy Mobile or SIM-only plans, you 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.

## 6. Where is Singtel WiFi available?

You can find the list of hotspots and their location here.

## 7. Do I need to enter my login credentials every time I want to use Singtel WiFi?

No, you do not need to enter your login credentials every time you use Singtel WiFi. After you have configured your device the first time, it will automatically connect at a Singtel WiFi hotspot. Simply switch on WiFi on your device and you will automatically be connected to SSID (Network Name) "Singtel WiFi" to enjoy fast surfing.

## 8. Do I need a Singtel SIM card to use Singtel WiFi?

If you are a Singtel Fibre Broadband customer, you can enjoy Singtel WiFi, even on WiFi-enabled devices without a SIM card. All you need to do is to activate your account by clicking "Activate

Now” on the Singtel WiFi (Broadband) page and configuring your device with your Singtel WiFi credentials.

**9. I forgot my login username and password. How do I retrieve it?**

You can re-activate your account by clicking on the “Activate Now” link on the Singtel WiFi (Broadband) page. After resetting your password, please remember to use this login credentials for all previously connected WiFi devices.

Please note that each account allows you to log into one device at a time. If you have multiple accounts, you can log into multiple devices.

**10. If I turn off WiFi on my device, will I get any alerts when I am in range of a hotspot?**

No, your device will not automatically connect if the WiFi setting is turned off.

**11. Am I able to connect to other WiFi network once I configure my device?**

Yes, should you wish to disconnect from Singtel Wifi, simply switch off your Wi-Fi on your device or manually select another WiFi network to connect to.

**12. I do not wish to use Singtel WiFi, is there a way to uninstall from my device?**

Yes you can remove the Singtel WiFi for Broadband if you do not wish to auto-connect at a hotspot. For Android Devices:

- a) Press HOME -> MENU -> Setting -> Wi-Fi
- b) Search for Singtel WIFI profile in the list of Wi-Fi networks
- c) Press and Hold on the Singtel WIFI profile
- d) Confirm the removal of your profile by tapping the "Forget" option in the popup window

For iOS Devices:

- a) Launch the Settings app on your iPhone or iPad
- b) Tap on Wi-Fi
- c) Tap on the info button next to the Singtel WIFI network name
- d) Tap on “Forget This Network”

**13. Will I be charged for data usage under Singtel WiFi?**

From now till 31 May 2019, usage on Singtel WiFi (Broadband) is free and comes with unlimited usage.

**14. Why is there a portal page that appears when I connect to Singtel WiFi at McDonald’s?**

The portal page is there for you to provide your consent to be redirected to McDonald’s registration pages while being connected to Singtel WiFi at McDonald’s outlets

**15. What will happen if I skip the McDonald’s consent page?**

You will still be able to proceed and get connected to Singtel WiFi.

**16. Is Singtel collecting my personal information for other purposes through the portal page at McDonald’s?**

Singtel does not collect personal information for other purposes.

**17. How do I remove my particulars from McDonald's database after signing up at McDonald's?**

If you would like to remove your particulars from McDonald's database, please send an email to [unsubscribe@wirewuss.com](mailto:unsubscribe@wirewuss.com) with your full name and the same email address used to register with McDonald's. For further enquires on registering in McDonald's database, please contact McDonald's directly.

**18. I am a Broadband subscriber and Combo Mobile Subscriber. Does this mean that after the Unlimited Free Singtel WiFi is discontinued in 2019 and reduced to 2GB, I will enjoy 2GB+2GB Singtel WiFi?**

You will enjoy 2GB free on each line. Hence if you have a Combo plan and a Singtel Fibre plan, you will be entitled to 2GB+2GB Singtel WiFi.

**19. Am I able to connect to Singtel WiFi network using my corporate issue device?**

It is recommended for customers to use their personal devices instead when connecting to Singtel WiFi.