



## Singtel WiFi (Mobile) FAQ

### Q. What is Singtel WiFi?

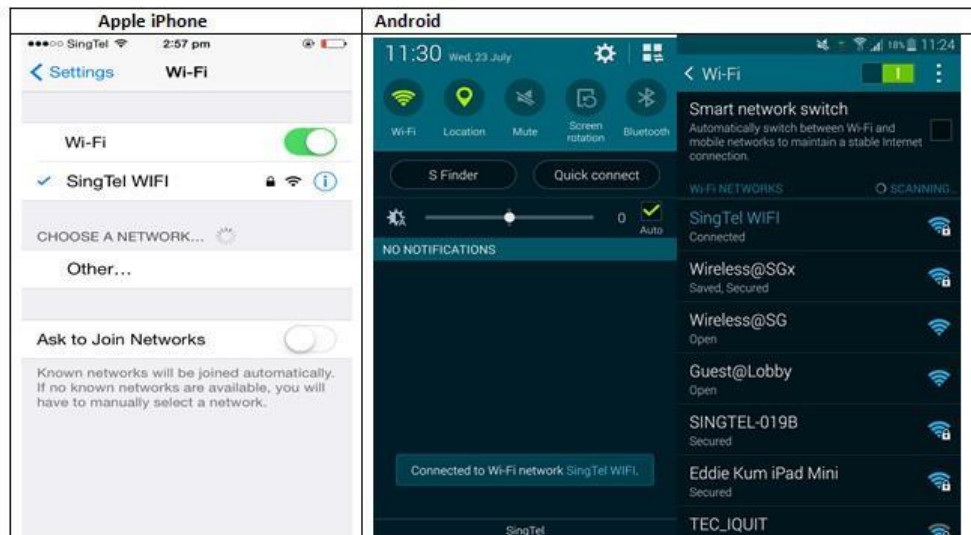
A. Singtel WiFi is a new WiFi service that aims to provide our customers a better mobile internet experience when surfing the net or downloading files at popular locations. This is available at a promotional unlimited usage until 31 May 2019. You can enjoy up faster speeds of typical download speeds from 4 to 10 Mbps and up to 70Mbps when connected to Singtel WiFi.

This service is available only for Combo Mobile 2 and above plans, Easy Mobile M and above plans, SIM Only Plan and Combo Mobile Broadband 2, 5 and 10. Prepaid hi!Tourist \$30 or \$50 SIM card users are also eligible.

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

A. Singtel WiFi is open to eligible Singtel postpaid mobile customers and prepaid hi!Tourist SIM customers. If you are on Singtel's eligible postpaid price plans or hi!Tourist \$30/\$50 SIM cards, 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.

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. What are the price plans that are eligible to enjoy Singtel WiFi?

A. This service is available only for Combo Mobile 2 and above plans, Easy Mobile M and above plans, SIM OnlyPlan and Combo Mobile Broadband 2, 5 and 10. Prepaid hi!Tourist \$30 or \$50 SIM card users are also eligible.



**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. Will I be able to change to Combo plan if I am still within contract?**

A. Yes. However, if you are downgrading your plan, you may incur downgrade charges.

**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. I am using Multi SIM. Am I able to use Singtel WiFi on my non main line?**

A. As multi SIM Customers are using the same mobile number, you will be able to use Singtel WiFi on all your multi SIMs as long as you are on an eligible price plan.

**Q. Will I be charged if I use data under Singtel WiFi?**

A. All customers subscribed to Singtel WiFi eligible price plans will get to enjoy unlimited Singtel WiFi usage for free until 31 May 2019.

**Q. What is the order of deduction for data usage on 3G/4G & Singtel WiFi?**

A. From now till 31 May 2019, usage on Singtel WiFi is free.

**Q. I have never used Singtel WiFi and I have exceeded my local data bundle. Can the excess local data be deducted from my Singtel WiFi bundle?**

A. No. The free Singtel WiFi bundle is meant for exclusive usage on Singtel WiFi. The Singtel WiFi bundle is not an addition to your local data bundle.

**Q. Can I use Singtel WiFi if I do not wish to recontract to Combo plans?**

A. No. Customers have to sign up or recontract under an eligible price plan (Combo Mobile 2 and above, SIM Only Plan, Easy Mobile M and above, Combo Mobile Broadband 2,5 and 10) to enjoy Singtel WiFi.

**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. Which devices are able to connect to Singtel WiFi automatically?**

A. Please [click here](#) for the list of Singtel WiFi supported handset. Please note that Singtel WiFi will only be available for customers subscribed to eligible price plan and using a supported handsets/devices that are



purchased from Singtel. If your device is not purchased from Singtel, manual configuration may be required.

**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. How can I check my usage on Singtel WiFi?**

A. Customers will be able to track usage via My Singtel App.

**Q. How do I connect manually on an Android or Blackberry handset?**

A. Please [click here](#) to view the steps for manual configuration.

**Q. How do I connect manually on a Windows handset?**

A. Currently, Windows OS handsets are not able to connect manually. Please see supported models list for auto-connect Windows-based handsets.

**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 currently. You can view the list of WiFi hotspots on My Singtel App.

**Q. I am using Singtel WiFi and have disabled mobile data on my device. Will I be charged if I use more than 2GB on Singtel WiFi?**

A. Singtel WiFi usage is free and unlimited until 31 December 2017.

**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. I am currently using a Singtel NFC Postpaid SIM card, will I be able to connect automatically?**

A. Yes, your NFC SIM card on an EAPSIM supporting handset will be able to connect automatically, as long as you are on Singtel Combo Postpaid price plan.

**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 is there a portal page that appears when I connect to Singtel WiFi at McDonald's?**

A. 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.

**Q. What will happen if I skip the McDonald's consent page?**

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

**Q. Is Singtel collecting my personal information through the portal page at McDonald's?**

A. Singtel does not collect personal information.

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

A. 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.

**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.