

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
WIFI@UNIFI**

NO	QUESTION	ANSWER
QUESTIONS ON WIFI@UNIFI		
1.	What is wifi@unifi?	<ul style="list-style-type: none"> ▪ wifi@unifi is a service provided by TM that offers wifi service to the public at common areas.
2.	Do I need to pay to use the wifi@unifi service?	<ul style="list-style-type: none"> ▪ Currently, the service is being offered for FREE until further notice.
3.	Where can I enjoy this free wifi@unifi connection?	<ul style="list-style-type: none"> ▪ You can enjoy wifi@unifi connection at all 8,000 wifi@unifi hotspots nationwide.
4.	Who is eligible to use wifi@unifi?	<ul style="list-style-type: none"> ▪ The service is FREE for all; Malaysians and non-Malaysians.
5.	Do I need to register to use wifi@unifi?	<ul style="list-style-type: none"> ▪ wifi@unifi offers a simple and seamless way for you to connect to our wifi@unifi hotspots nationwide. ▪ Starting from 26th November 2019, you can connect easily by clicking the "SURF NOW" button on the wifi@unifi landing page. There will be no registration required. ▪ The service is FREE for all until further notice. <p><i>Note: The login journey via i-foundit! app has been removed. You are no longer required to connect with the i-foundit! app and the previous wifi@unifi user ID and wifi PIN are no longer valid.</i></p>
6.	Previously, I need to download the i-foundit! app to get connected to wifi@unifi. Must I download the app on my phone to get connected?	<ul style="list-style-type: none"> ▪ Don't worry, we've simplified your connecting experience! You will not need to download the i-foundit! app to get connected to our wifi@unifi hotspots anymore.

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6.	The previous wifi@unifi user journey requires me to register prior to login. Can I still use my existing wifi@unifi user/login ID?	<ul style="list-style-type: none"> ▪ We've simplified the journey for users to connect to our wifi@unifi hotspots nationwide. There will be no registration required, all you need to do is click on the "SURF NOW" button to connect. ▪ So, kindly note that your existing wifi@unifi user ID and wifi PIN are no longer valid.
7.	Can I use wifi@unifi even though I am not a unifi customer?	<ul style="list-style-type: none"> ▪ Absolutely! The service is available for everyone including non-unifi customers.
8.	What is the radius of the hotspot coverage?	<ul style="list-style-type: none"> ▪ The radius would depend on the type of access point (AP) installed at the site. ▪ Typically, the radius covers 30 meters for indoors and 100 meters for outdoors, depending on the surroundings and clear line of sight. ▪ The type of device(s) used would also determine the connection you will be experiencing.
9.	Does this network contain any secured or blocked pages/website?	<ul style="list-style-type: none"> ▪ Yes, your usage is guided by MCMC; the regulator for the converging communications and multimedia industry in Malaysia. ▪ Kindly refer to https://www.mcmc.gov.my/resources/guidelines/guidelines to know more.
10.	Can you guide me on how to connect to wifi@unifi?	<ul style="list-style-type: none"> ▪ Just follow the steps below to connect to wifi@unifi: <ol style="list-style-type: none"> a) Simply enable the wifi function on your device and select "wifi@unifi" SSID from a list of available wifi hotspot network b) You will be auto-directed to the wifi@unifi landing page c) Click on the "SURF NOW" button to get connected <p><i>Note: If you're not auto-directed to the landing page, you may need to manually launch your internet browser.</i></p>
11.	Do I need to reconnect after a certain duration?	<ul style="list-style-type: none"> ▪ If your connection is left on idle for more than 10 minutes, you will need to reconnect using the same process..
12.	Do I need to login again after using the wifi service?	<ul style="list-style-type: none"> ▪ You will only need to re-log into the wifi connection if you happen to disconnect or turn off the wifi connection for more than 10 minutes.

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13.	Help! I can't connect to wifi@unifi? What should I do?	<ul style="list-style-type: none">▪ You can try the steps below:<ol style="list-style-type: none">a) Choose the "Forget (remove) the wireless network" function from your device's wifi settingb) Turn off the wifi function on your device and turn it on againc) Clear the cache on your deviced) Restart your device
14.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none">▪ Easy, feel free to reach us via our digital channels such as:<ul style="list-style-type: none">▪ Visit unifi portal at unifi.com.my▪ Community at https://community.unifi.com.my/▪ Facebook at facebook.com/weareunifi▪ Twitter at @helpmeunifi▪ Live Chat via https://unifi.com.my/chat/index.html▪ Contact TM Call center at TM100▪ You can also visit any of the TMpoint outlets nationwide for further assistance.