

# FREQUENTLY ASKED QUESTIONS

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## FREQUENTLY ASKED QUESTIONS

GENERAL

UNIFI REWARDS

BILLING

TECHNICAL SUPPORT

PROMOTIONS

MYUNIFI APP

### GENERAL

#### WIFI@UNIFI

#### What is wifi@unifi?

wifi@unifi is a free Wi-Fi service provided by TM for the public at common areas.

#### Where can I enjoy this free wifi@unifi connection?

You can enjoy the free Wi-Fi connection at all 8,000 wifi@unifi hotspots nationwide. You can view the location where these hotspots are available using the myunifi app by selecting "wifi@unifi" at the "Get More From unifi" section

#### Do I need to register to use wifi@unifi?

Yes, a simple registration is required. When you are in an area where wifi@unifi hotspot is available, you can connect easily to the service by following these simple steps:

- Simply enable the Wi-Fi function on your device and select "wifi@unifi" from the list of available Wi-Fi hotspot network
- You will be auto-directed to the wifi@unifi landing page
- Fill up your:
  - Email Address
  - Gender
  - Age Group
- Tick on "By clicking Submit, I agree to Unifi Terms & Conditions"
- Click on the "GET CONNECTED" button to get connected

Note:

- If you're not auto-directed to the landing page, you may need to manually launch your internet browser.
- 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 app and the previous wifi@unifi user ID and wifi PIN are no longer valid.

#### Do I need to login again after using the wifi service?

If you happen to disconnect or turn off the Wi-Fi connection for more than 10 minutes, you will receive a "Welcome Back" page once you have reconnected to wifi@unifi. Simply click on the "Connect Here to Enjoy Free Wifi" box to view an advertisement for 15 seconds and then get connected for FREE!

#### Does this network block any pages/website?

Yes, your usage is guided by MCMC; the regulator for the communications and multimedia industry in Malaysia.

Click [here](#) to know more.

#### What is the radius of the Wi-Fi service?



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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) you're using would also affect your connection experience.

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