1. **What is Wi-Fi?**
   Wi-fi is a popular wireless technology which connects all media platforms (computer/laptop/tablet/smartphone) to the internet within a specific area without the use of physical wires.

2. **What is Celcom WiFiPlus?**
   Celcom WiFiPlus is a wireless internet facility offered by Celcom to all new/existing Celcom customers which will allow them to get hassle-free Wifi service at selected public areas such as shopping malls, airports, public transportation centres, hotels, cafes and many other places.

3. **What do I need to use WiFiPlus?**
   You need:
   - ✓ A wireless enabled device (laptop, tablet, smartphone)
   - ✓ A valid WiFiPlus account
   - ✓ To be in range of a Celcom WiFiPlus Zone

4. **How secure is WiFiPlus?**
   To give assurance that you receive a safe, reliable and robust service, WiFiPlus encrypts your account details at login. We also advise you to make sure have up to date firewall and anti-virus software to protect against any attacks and which protects your data from being intercepted. You will find the option to disable cookies via your internet browser options. Note however that some web sites may not support this function.

5. **Where can I use Celcom WiFiPlus?**
   You can use Celcom WiFiPlus at all Celcom WiFiPlus Zone locations.

6. **What is Celcom WiFiPlus Zone?**
   Celcom WiFiPlus Zone is a designated area where customers who have valid Celcom WiFiPlus accounts to get connected to the service.

7. **How do I find Celcom WiFiPlus Zone?**
   You can find Celcom WiFiPlus Zone at:
   http://www.celcom.com.my/personal/plans/wifi/coverage-areas-map-check

8. **What are the WiFiPlus packages offered by Celcom?**

WiFiPlus Packages (Volume)	Price
Daily (500 MB)	RM 2
Weekly (2 GB)	RM 8
Monthly (4 GB)	RM 18

Price displayed do not include 6% GST
- For postpaid, 6% GST will be charged in bill
- For prepaid, 6% GST has already been charged while reload

WiFiPlus speed will be automatically throttled to 128 kbps once the volume assigned for WiFi is fully utilized.

9. How can I subscribe to WiFiPlus?
   Step 1: SMS 'ON WIFI' sent to 22188
   Step 2: Select your preferred Wifi usage ('WIFI DAILY'/ 'WIFI WEEKLY' / 'WIFI MONTHLY') and reply 'WIFI YES'
   Step 3: You'll receive your WiFiPlus ID and Password
   Step 4: You can start enjoying your WifiPlus service

10. How do I login to WiFiPlus?
   Step 1: Go to any Celcom WiFiPlus Zone location.
   Step 2: Turn on/enable Wireless Network Connection on your device.
   Step 3: Select CelcomWiFi+
   Step 4: Open internet browser
   Step 5: Key in WiFi ID & Password at the login page, Click 'Login'
   Step 6: Successfully connected to Internet.
   * You will need to key in the WiFi ID and Password one time only through the login page as long as you are using the same device and the account is still active.

11. How can I get free WiFiPlus?
   You can enjoy FREE WiFiPlus if:
   ✓ You are a Postpaid Customer with complimentary Free WiFi (FIRST Elite/FIRST Gold/FIRST Blue/FIRST Basic 85/FIRST Basic 38)
   ✓ You subscribe to any Celcom Mobile Internet plans that offers complimentary Free WiFi.

12. I am currently enjoying Free WiFiPlus service (i.e with First Basic 38, First Basic 85 & First Elite). Can I purchase WiFiPlus Plan (Daily/Weekly/Monthly) when my free WiFiPlus volume is used?
   No, you can't. All Celcom subscribers with free WiFiPlus service are not allowed to purchase any WiFiPlus plans.

13. I am entitled for Free WiFiPlus but did not get any SMS confirmation regarding the WiFiPlus service (WiFi ID & Password). What should I do?
   You need to check your WiFi account status by sending WIFI STATUS to 22188. If this does not work, you can call Celcom Customer Service (1300111000) to make a report and they will give the best solution to solve the problem.

14. Will the Postpaid charges be prorated?
   No, the Postpaid charges will not be prorated.

15. I am a prepaid customer with Celcom WiFi. Will I be charged repeatedly when I subscribe to WiFiPlus Plan (Daily/Weekly/Monthly)?
   No, Prepaid customers will only be charged once for each selection (Daily/Weekly/Monthly).

16. Do I need to re-login every time when I am in a Celcom WiFiPlus Zone?
   No. If you are using the same device as before and your WifiPlus plan is still active, WiFiPlus will automatically connect you to the internet.

17. What will happen if I change to another device?
   If you change to another device, you will need to key in your WiFi ID and Password again (only once) at the landing page.

18. **Why I can't access to WiFiPlus?**
    You may have problem accessing to WiFiPlus because of these different reasons:
    i.   Not within Celcom WiFiPlus Zone area or poor coverage.
       - On your device, please scan WiFi network manually to find CelcomWiFi+ and please make sure you are within the Celcom WiFiPlus Zone area.

    ii.   Wireless network connection setting is disabled.
       - Please enable WiFi connection on your device settings.

    iii.   You are not connected to *CelcomWiFi+* network.
       - Please check you are correctly connected to *CelcomWiFi+* in your wireless network setting. If it is incorrect, please select *CelcomWiFi+* to connect.

    iv.   Within Celcom WiFiPlus Zone area, but CelcomWiFi+ is not visible.
       - The problem may be caused by hardware failure. Please call Celcom Customer Service 1300111000 for further assistance.

19. **I can't remember my WiFiPlus account password. What should I do?**
    You can retrieve your WiFiPlus ID and password via SMS by sending WIFI PASSWORD to 22188.
    If this does not work, you can call Celcom Customer Service (1300111000) to make a report and they will give the best solution to solve the problem.

20. **How to change WiFiPlus password?**
    You can change your password via 2 methods:
    i.   Online via WiFiPlus Landing Page (under WiFiPlus connection)
       Step 1: On landing page, click at 'Manage Your Account'
       Step 2: Key in your existing Username and Password. Click Login.
       Step 3: Click 'Change Password'
       Step 4: Key in your old password, new password and retype password. Click 'Change My Password'
       * Note: If you are unable to get the Landing Page, please type the URL manually at your browser.
              *The URL **https://firstwifi.celcom.com.my/manage***

    ii.   SMS
       Type **WIFI RESETPW <6 characters>** and send to 22188.
       * Note: If you want to change your password to more than 6 characters, please change it via online in 'Manage My Account'.

21. **Can I change my WiFiPlus password by calling Celcom Customer Service?**
    Yes, a Celcom Customer Service associate will reset your password and you will receive the auto generated password via SMS.

22. **How do I disconnect from Celcom WiFiPlus?**
    There are a few ways you can disconnect from Celcom WiFiPlus:
    Option 1: Just leave the Celcom WiFiPlus Zone (The connection will fully disconnect after 30 minutes)
    Option 2: Turn off WiFi function on your device (The connection will fully disconnect after 30 minutes)
    Option 3: To logout from WiFiPlus immediately, click logout at session windows then turn off your WiFi.
    * To get to the session windows, go to https://firstwifi.celcom.com.my/detector

23. **What is the average speed for WiFiPlus?**
    Average speed for WiFiPlus is up to 5 Mbps.

24. Can I access to WiFiPlus using the same WiFi ID and password with multiple devices at the same time?
No. The WiFiPlus does not allow multiple logins at the same time. Please ensure that you are properly disconnected
from your device in order to connect on your other device.

25. Can I call Celcom Customer Service if I have any issues with my VPN connection/email/instant messaging after successfully accessing to WifiPlus?
No. You need to refer to your VPN/email/instant messaging provider for further assistance.

26. What are the steps of the WiFiPlus SMS?

SMS Keyword to 22188	Description
ON WIFI	To activate and view subscription menu
WIFI DAILY	To subscribe WiFi for 1 day
WIFI WEEKLY	To subscribe WiFi for 7 days
WIFI MONTHLY	To subscribe WiFi for 30 days
WIFI YES	To confirm subscription
WIFI STATUS	To check subscription status: - Allocated volume - Remaining quota - Expiry date & time
WIFI PASSWORD	To check password
WIFI RESETPW <6 characters>	To change password
WIFI USERID <New ID>	To create new WiFi ID

27. How do I retrieve the session browser or the landing page again?
You can retrieve the session browser by manually key-in *https://firstwifi.celcom.com.my/detector* at your internet browser.

28. What will happen if I fully utilize my WiFi data volume quota and I still have my validity?
Your internet speed will be adjusted to 128 kbps until you reach validity. Upon reaching validity, your internet will be blocked and you will need to purchase a new WiFiPlus plan.

29. What will happen if my plan has expired and I still have my data volume quota?
Your internet will be blocked immediately and the WiFiPlus data volume will be refreshed.

30. If I fully utilize the WiFi data volume quota and the internet speed is adjusted, how do I get my speed back?
You need to purchase a new WiFiPlus plan.

31. I am a subscriber of this service. Will I be charged 6% for GST?
Yes. Effective 1 April 2015, 6% GST shall apply.
- For postpaid service, 6% GST will replace the current 6% service tax in your monthly bill.
- For prepaid service, 6% GST will be charged upon reload.

The rates in your plan (excluding GST) will remain the same. To help you understand the implementation of GST on our products and services, please click here.