



1GB FREE Wi-Fi

Frequently Asked Questions

Q: What is Free Wi-Fi?

A: Let's skip the complicated tech speak and start with the basics. Wi-Fi connects you to the Internet from your laptop, smartphone and other devices without any plugs and wires – but what a lot of people don't know is that it's much cheaper than using cellular data.

AlwaysOn Wi-Fi is Wi-Fi at its absolute best! We have a broad network across the country, and globally too (with our partner networks) in most of the locations you already hang out in. This means that you automatically have free internet access whenever you're connected via Wi-Fi on your device in an AlwaysOn zone. You're welcome, and it's a pleasure.

Q: How does Free Wi-Fi work?

A: Think of it like water, we bring the water (the bandwidth), into a venue using physical pipes, these pipes are connected to the water system (the internet). Once inside a venue we use a sprinkler system (Access Points) to spray the water around. This spray is Wi-Fi.

Your phone, laptop or tablet is a cup and when you are connected to AlwaysOn Wi-Fi you are essentially standing in the spray area catching water in a cup. Simple as that!!!

Q: How do I connect to Wi-Fi?

A: To connect to AlwaysOn, you need to switch the Wi-Fi on your device on, then search for the @AlwaysOn amongst the available Wi-Fi networks. Click on @AlwaysOn and it will connect. Then open your browser and you will be directed to the AlwaysOn Dashboard when you search.

Q: Sounds like a bit of a mission, can I make the way I use Wi-Fi easier?

A: Yes, use our App, it makes connecting to AlwaysOn happen seamlessly in the background with no user intervention.

Q: Will my device work?

A: The system will be loaded on the following cellphones and tablets available in the South African market:

- Android cellphones
 - Apple
 - Blackberry
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Q: The APP will work on the applicable operating systems available to which devices?

A:

- Apple – iOS 5.1.1 or later
- Android – Android 4.2.1 and upwards
- BlackBerry – OS 10 upwards

Important Need-to-knows

- Free Wi-Fi is available to all DeSign Student Account holders between the ages of 18-26 that use the Nedbank App Suite with their Banking widget activated.
 - There is no contract for the NedApp Free Wi-Fi which the client needs to sign for 1GB free Wi-Fi.
 - The user must remain a client of Nedbank to continue to receive the 1GB free Wi-Fi service.
 - The NedApp Free Wi-Fi client cannot carry over any unused 1GB free Wi-Fi from month to month.
 - The NedApp Free Wi-Fi client may use their existing AlwaysOn credentials (username, password, email address) for 1GB free Wi-Fi if they already have an AlwaysOn account.
 - The Wi-Fi enrol credentials for 1GB free Wi-Fi do not have to be connected to or the same as any other Nedbank credentials such as profile, username, password and email address.
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Q: My Wi-Fi isn't working, now what?

A: The AlwaysOn contact details to pass on when assistance is required on the Wi-Fi NedApp:

1. Helpdesk 0861hotspot (0861 468 7768)
2. <https://www.alwayson.co.za>
3. [Access the Frequently Asked Questions \(FAQ\) from the AlwaysOn website](#)
4. [International +27 11 759 7300](#)
5. [Send an email to support@alwayson.co.za](mailto:support@alwayson.co.za)