

FAQ ON THE POCKET WIFI

WHAT CAN WE DO FOR YOU

Royal Plaza on Scotts
25 Scotts Road
Singapore 228220

LIFESTYLE
Preferred
HOTELS & RESORTS

Do I have to enter credit card details to use the free mobile data?

Yes. The credit card details are held securely by Yogofi as a guarantee against damage or loss of the device. Please read the terms and conditions of use before agreeing to the usage.

How much is it for damaged or lost devices and/or accessories? How will I get charged?

A damaged or missing pocket WIFI is chargeable at S\$200, USB cable at S\$20 and power adaptor at S\$20. The charge will be processed by Yogofi through the credit card, which was provided upon registration of your Follow Jane account.

How long can the battery life last for the pocket WIFI?

On a full charge, it can last up to 15 hours.

How many devices can I connect to the device?

You can connect up to 5 devices at one time. After a one-time registration, the password for the device will be revealed in the app. Use the same password to connect your other devices.

How can I check my daily usage?

You can access the information under Data Usage in the Follow Jane app.

I'm worried about running out of the daily 500MB high speed data. What can I do?

The 500MB of high speed data quota is refreshed every day at 12am (SGT). 500MB daily is good for common usage of way-finding, social media and messaging apps. Do note that websites with heavy media content will utilise more data.

When you are back in the hotel, press and hold the power button on the side of your pocket WIFI to turn it off and connect to the hotel's WIFI instead. It's all brought to you free by Royal Plaza on Scotts so you are always connected.

What happens if I run out of the 500MB daily data?

Your data is unlimited! 500MB is on high speed. When the quota is fully utilised, you can still access the internet at a slower speed. If you would like to continue the usage on high speed, click "Need more data?" in the Follow Jane app to upgrade. Additional high speed data is available at S\$3 for 1GB. The additional high speed data plan will expire at 11.59pm (SGT) on the same day.

Do I have to end the plan?

It is recommended that you click end plan in Follow Jane app when you are not using it anymore.

If I am making a day trip, will the mobile data still work?

Most likely! Our pocket WIFI partner, Yogofi has global coverage in our neighbouring countries and up to 50 countries covering Asia, Europe, Oceania regions. Please click this [link](#) for the full coverage of countries.

Is there a contact I can reach for any other enquiries?

Click on the Whatsapp or email icon in the Follow Jane app to reach Yogofi support team who is online 20 hours a day.

Where do I leave my pocket WIFI when I check out?

You should leave it in the charging stand in the room.



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