

What is Boingo Wi-Fi

Boingo Wi-Fi gets you connected at more than 1 million Wi-Fi hotspots around the world, at no additional cost. Complete a one-time registration, download the Boingo Wi-Finder app and get online with just a few clicks. Stay in touch with the people and things that matter most, whether you're enjoying coffee around the corner or traveling around the world. Boingo Wi-Fi feature is only available on HDFC Bank Regalia ForexPlus card.

As a HDFC Bank Regalia ForexPlus cardholder, you will receive:

- Free of Cost service
- Fast, easy-to-use, premium quality Wi-Fi at more than 1 million hotspots worldwide
- Unlimited access at Boingo Wi-Fi locations which include airports, hotels, coffee shops, restaurants, inflight and more
- Connections on up to four devices including mobiles, tablets and laptops
- Passpoint technology at more than 150,000 hotspots

How to Register for availing Boingo Wi-Fi service

1. Visit <https://hdfcprepaid.boingo.com>
2. Enter your HDFC Bank Regalia ForexPlus card to verify your eligibility
3. If eligible, enter your First Name, Last Name Email Id, User Name & Password (which needs to be set)
4. Upon successful creation of Boingo account, the cardholder will see a confirmation page and will be sent a welcome email that contains basic account details and links to download the Boingo Wifinderapp.
5. If Ineligible, will be informed that the benefit is currently not available on the card.

Steps to login in BOINGO WI-FINDER APP

Process for IOS

1. Download and open BOINGO WI-FINDER APP
2. User Signs in to home page or visit " settings" to enter account info
3. User enters their account credentials
4. User gets notification when around a Boingo hotspot
5. Go to wifi in device settings and select Hotspot with 'Boingo' mentioned in the name
6. Go back to Boingo Wi-Finder app and select connect now

Process for Android

1. Download and open BOINGO WI-FINDER APP
2. User goes to "settings" to enter account info
3. User gets notification when around a Boingo hotspot
4. App will Prompt users to 'Connect Now'

User is now Online Connecting to Partner Locations without App

1. User goes to network settings and connects to Boingo Hotspot
2. Opens Browser. If it doesn't open automatically. enter Boingo account details and select Boingo in the drop down

User Experience: In-Flight / Walled Garden Mobile Browser

1. Select the nearest relevant Wi-Fi network (will take a few seconds to prompt for Boingo Wi-Fi)
2. Will present a landing page. Normally there is a drop down to select connect methods
3. Select 'Boingo'
4. Click and enter user ID and password credentials provided to you, press enter
5. You will be directed to a landing or success page!

Accessing Support/FAQs on Boingo WifinderApp

IOS: Select setting -> Select Help -> FAQ's

Android: Select Menu on Top Left (3 Horizontal lines) -> Select FAQ's -> FAQ's Details FAQ's and terms and conditions

<http://support.boingo.com/Consumerwifi>

T&C and FAQ link shared by MasterCard

<https://redeem.boingo.com/mcsi/eligibility-verified/>

General Terms and Conditions:

The benefit/feature/service is brought to you by Boingo ("Service Provider").

Both HDFC Bank and the Service Provider shall be acting under instructions through specified media from the Cardholder under good faith. All services would be rendered on a best efforts basis and shall be subject to the availability and existence of the third party providers to render the service.

HDFC Bank & the Service Provider shall not be responsible for delays or failures to provide services caused by any strike, war, invasion, act of foreign enemies, armed hostilities (regardless of a formal declaration of war), civil war, rebellion, insurrection, terrorism, political coup, riot and civil commotion, administrative or political impediments, or radioactivity or any other event of force majeure or Act of God which prevents the Service Provider from rendering the services.

HDFC Bank will not be responsible for the services provided or for any delay in delivery of the services, non-delivery of service, or receipt of defective/substandard services by the service providers of such emergency medical and travel assistance and concierge with the Card and further, HDFC Bank shall not be liable for any actions, claims, demands, proceedings, losses, damages, personal injury (including actual or perceived loss of reputation, defamation or the like), costs, charges and expenses incurred by the Cardholder on account of the quality of service provided or for any delay in delivery of the services, non-delivery of services, or receipt of defective/substandard services.

The services shall be available only to HDFC Bank Regalia ForexPlus cardholders. The service offered are not transferable and are available only to the Cardholder.

Usage of the Service Provider Contact Centre services for obtaining information or using services is solely at the Card Holder/s own risk and any cost incurred in calling the respective Toll Free number to avail the services will be borne by the cardholder only.

HDFC Bank makes no representations or warranties whatsoever in connection with any access to or usage of the Contact Centre, including without limitation, connectivity, response times, and/or accuracy, of any information provided by or through the Contact Centre.

HDFC Bank excludes all liability (including for negligence) for any loss or damage (including special, indirect or consequential loss or damage) arising from or in connection with the access to or usage of the Contact Centre, or any information provided by or through the Contact Centre.

HDFC Bank reserves the right to modify wholly or in part the scope of the services being offered under this facility. All disputes, if any, arising out of or in connection with or as a result of above offers or otherwise relating hereto shall be subject to the exclusive jurisdiction of the competent courts / tribunals in Mumbai only, irrespective of whether courts / tribunals in other areas have concurrent or similar jurisdiction.

The Boingo Wi-Fi for MasterCard Cardholders Benefit Plan is being provided as a complimentary benefit to eligible HDFC Bank Regalia ForexPlus cardholders.

Eligible HDFC Bank Regalia ForexPlus cardholders will need to first enroll and create a new account with Boingo. By subscribing for this benefit, you acknowledge that MasterCard/HDFC Bank is neither responsible for nor guarantees the quality, security, coverage or availability of Boingo's network of Wi-Fi hotspots or partners, and you agree that use of the Boingo Wi-Fi network is at your own risk.

Your use of Boingo's Wi-Fi services is subject to Boingo's customer agreement, end user license agreement and other applicable legal terms and conditions, including Boingo's terms of use, privacy and security policies available at www.boingo.com. You will be given the opportunity to review Boingo's customer agreement, end user license agreement and other applicable legal terms and conditions before you enroll in the Boingo Wi-Fi for Mastercard Cardholders program benefit.

Eligible HDFC Bank Regalia ForexPlus cardholders will be permitted to connect up to four devices at any time to the Wi-Fi network maintained by Boingo and its partners.

Available hotspots in Boingo's network are subject to change at any time. Visit <http://wifi.boingo.com> for a current listing of hotspots. This benefit is non-transferable and may be terminated for breach of any terms or conditions, as well as for abuse of your Boingo Wi-Fi for MasterCard Cardholders account.

This benefit is subject to change or cancellation without notice. Other Terms and Conditions apply as made applicable from the Service Provider from time to time.

Use of Boingo's Wi-Fi services is subject to Boingo's customer agreement, end user license agreement and other applicable legal terms and conditions, including Boingo's terms of use, privacy and security policies available at www.boingo.com.

You will be given the opportunity to review Boingo's customer agreement, end user license agreement and other applicable legal terms and conditions before you enroll for a Boingo Wi-Fi for MasterCard Cardholders plan.

Detailed FAQ's –

Q. What is this benefit and how does this work?

A. The Boingo Wi-Fi for MasterCard Cardholders benefit allows for one individual membership in the plan at no additional cost. The Boingo Wi-Fi for MasterCard Cardholders benefit provides you unlimited access to premium Wi-Fi at:

- * Over 1 million global hotspots
- * Thousands of hotels (including Marriott, Hilton and Accor), retail locations, cafes and restaurants
- * Hundreds of airports (including ORD, LGA, JFK, LAX)
- * Over 475 aircrafts around the world with airlines such as Lufthansa and American Airlines You can enjoy simultaneous worldwide access for up to four devices without worrying about data caps or roaming fees.

Q. How many devices are allowed on my account at a time?

A. The device limit for Boingo Wi-Fi for MasterCard Cardholders benefit accounts is 4 devices, and can include any combination of smartphones, tablets and laptops.

Q. How long do I have this Boingo Wi-Fi for MasterCard Cardholders benefit for?

A. The benefit is good until your card is cancelled or closed. This is subject to terms set by your issuing bank.

Q. How do I register for my Boingo Wi-Fi for MasterCard Cardholders benefit?

A. You can go to the link provided by your financial institution, for example <http://mastercard.boingo.com>, and follow the seamless registration process outlined.

1. Check if your card is eligible for the Boingo Wi-Fi for MasterCard Cardholders benefit.
2. If eligible, create your Boingo account. Your use of Boingo's Wi-Fi services is subject to Boingo's customer agreement, end user license agreement and other applicable legal terms and conditions, including Boingo's terms of use, privacy and security policies available at <http://www.boingo.com>.
3. Receive confirmation of newly created Boingo account.
4. You now have access to all Boingo hotspots, the Wi-Finder app, and Boingo Passpoint.

Q. I have an existing Boingo plan. Will it be automatically cancelled when I activate my benefit?

A. No, if you have an existing paid Boingo subscription plan, your existing plan will not be automatically cancelled when you enroll in Boingo Wi-Fi for MasterCard Cardholders benefit. If you would like to cancel your existing paid subscription plan, visit <https://my.boingo.com> and use the Cancel Subscription option or call Boingo's dedicated Boingo Wi-Fi for MasterCard Cardholders benefit line via the toll free numbers listed here <https://Mastercard.boingo.com/contact-us>.

Q. Where can I connect to Boingo?

A. You can locate accessible hotspots by visiting <http://wifi.boingo.com> or downloading the Boingo WiFinder app. There is a map of hotspots on the website as well as on the mobile app by using the WiFinder hotspot locator.

Q. Why do some hotspot location details not include the business name?

A. Due to privacy regulations, some hotspot operators, e.g. BT Wi-Fi Business Hub, cannot display the name of some small businesses. Location details are instead provided as the business' street address. The address in conjunction with the Wi-Finder map will allow you to locate the hotspot.

Q. How do I connect to a Wi-Fi hotspot using Boingo?

A. There are three ways to connect: through a browser via the hotspot operator's landing page, the Boingo Wi-Finder app, or via Boingo Passpoint (at select hotspots). Boingo/Hotspot Operator Landing Page:

1. Locate an accessible hotspot using <http://wifi.boingo.com> or the Wi-Finder App.
2. Connect to the hotspot when in range using a device's Wi-Fi settings.
3. Open your browser and enter Boingo account credentials (if the landing page is not Boingo branded, use the roaming option, select Boingo and then enter your account credentials) Wi-Finder Application:

* iOS (iPhone, iPad, or iPod)

1. Download Boingo Wi-Finder from App Store
2. During install select the "I have an account" option and enter account credentials
3. Use Wi-Finder to locate Boingo hotspots nearby
4. When in range of a hotspot, go to iOS Wi-Fi settings and select the Boingo network (will say 'Check for Boingo Wi-Fi')
5. Follow the notification back into the Wi-Finder app and click 'Connect Now!'

* Android

1. Download Boingo Wi-Finder from Play Store
2. Click 'Grant Permissions' and follow the instructions to turn settings to 'On' / 'Allow'.
3. Click 'I already have an account' and enter account credentials
4. Use Wi-Finder to locate Boingo hotspots nearby
5. When in range of a hotspot, click 'Get Online Now!' in Wi-Finder app.

* Mac OS X

1. Download Boingo Wi-Finder from <http://boingo.com/retail> and install the application
2. Click 'Sign in' and enter account credentials
3. When in range of a hotspot, click 'Get Online Now!'

* Windows

1. Download Boingo Wi-Finder from <http://boingo.com/retail> and install the application
2. Click 'Sign in' and enter account credentials
3. When in range of a hotspot, click 'Get Online Now!'

Boingo Passpoint:

You can install your Boingo Passpoint profile by visiting <https://passpoint.boingo.com/> and following the steps to download.

Q. Do I have access to in-flight Wi-Fi?

A. Yes, Boingo service is available on many airlines around the world. Service is usually available on long haul International flights offered by JAL, American Airlines, Lufthansa and many more. There is no guarantee that each aircraft or route flown will have Wi-Fi service, so you will need to manually check for service:

1. In web-browser: Once taken to an airline landing page, find the section that states: roaming partners. Click the drop down menu bar and search for Boingo. If found, select Boingo – you will be redirected to Boingo’s landing page where you can enter your login credentials (user name and password)
2. On iOS devices: Open the Wi-Fi options within the settings menu. If the in-flight network supports Boingo the network name will be annotated with “Check for Boingo Wi-Fi.” Select the network and wait for Wi-Finder to prompt you to connect.
3. Android devices: Open Wi-Finder and if network access is available, the client will notify you to click to connect.

Q. What is Boingo Wi-Finder?

A. Boingo Wi-Finder is the free app for iOS, Android, Mac, and Windows that lets you locate and connect to Boingo-accessible hotspots near you with a few clicks.

Q. Where can I download the Boingo Wi-Finder App?

A. The Boingo Wi-Finder App is available to download via <http://boingo.com/retail>, iTunes, App Store, Google Play, and the Windows Store.

Q. What is Boingo Passpoint?

A. Boingo Passpoint enables automatic, fast, and secure connections at numerous airports and 150,000 Time Warner Cable (TWC) Passpoint hotspots nationwide with no log in required, just like home! Simply download the Boingo Passpoint profile to your device to connect at Passpoint enabled hotspots

Q. What devices support Passpoint?

A. Nearly all devices running the following operating systems versions are Passpoint capable: Android 6.0, Windows 10, iPhone 5 (or higher), iPad 3rd generation (or higher), iPad Air, all iPad Minis and Macs running OSX Mavericks (or higher). You can verify your operating system version in settings.

Q. Where can I manage my Boingo account?

A. You can manage your account by visiting <https://my.boingo.com>.

Q. Where can find the username I registered for my Boingo account?

A. Please refer to the confirmation email you received during registration or visit <http://portal.boingohotspot.net/en/global/account%20help> and follow the prompts.

Q. How can I reset my password?

A. You can reset your password by visiting <http://portal.boingohotspot.net/en/global/account%20help> and following the prompts.

Q. Who are Boingo’s roaming partners and where are they?

A. Boingo has partnerships with hotspot operators in The Americas, Europe, The Middle East, Africa and Asia Pacific. They include AT&T, Time Warner Cable (TWC), T-Mobile, Orange, BT Wi-Fi, NTT Docomo, Telin and China Mobile, among others.

Q. Where else can I look if my question is not answered here?

A. You can find articles that address common questions and technical issues by visiting <http://support.boingo.com/Consumerwifi> or call/email the Boingo Customer Support Center.

Q. What is the best way to contact the Boingo Customer Support Center?

A. The Boingo Customer Support Center can be reached at Mastercardsupport@boingo.com or via the toll-free numbers listed at <https://redeem.boingo.com/mcsi/contact-us/>.