

YOUR QUESTIONS ANSWERED

How can I find out which McDonald's restaurants offer the FREE WiFi?

Check out our website – www.mcdonalds.co.nz for a list of participating restaurants.

What do customers need to access McDonald's Free WiFi?

Customers will need to have their own laptop, PDA or mobile phone which supports wireless technology. If your device doesn't have wireless built in, you can buy a separate wireless card from any major electronics store.

Is the McDonald's Free WiFi access really free?

Yes. Internet access gained through the wireless connection of your device to the McDonald's Free WiFi hotspot is absolutely free!

How secure is McDonald's Free WiFi service?

- McDonald's New Zealand uses stringent, monitored security technology to ensure only valid network information is delivered to and from this internet connection.
- McDonald's does recommend that when using Free WiFi internet in its restaurants, you ensure you have current anti-virus software installed on your PC.

Can customers look at any web content using the McDonald's Free WiFi internet access?

- McDonald's is a family friendly environment and we would expect people to respect this by not viewing material that may be offensive to others.
- Through its specialised internet service vendor, McDonald's has a sophisticated content filtering technology which may block certain websites. McDonald's also has a fair use policy, whereby some restrictions on web content and/or download limits may be applicable to your internet session.
- Full terms and conditions of McDonald's Free WiFi will be displayed upon opening your internet browser once you have made a successful connection to the McDonald's Free WiFi service.

How fast is the internet access for McDonald's Free WiFi?

This will vary across restaurants. A number of factors beyond the control of McDonald's have the ability to influence the speed of your internet access including:

- Strength of the wireless signal within that restaurant
- Wireless network connection speed
- The number of customers online at any given time in the restaurant
- Web pages that have a large amount of content or stream videos

Will the restaurant staff be able to help me get connected to the internet?

- No. Unfortunately McDonald's employees are unable to provide any technical advice or assistance and have been told not to interfere with customers' electronic devices.
- McDonald's has put together this page of information to assist you in getting online.
- Should you have followed the instructions and are still unable to connect to McDonald's Free WiFi, we recommend you contact your local computer or phone dealer for assistance.

Will I be able to charge (or re-charge) my laptop/PDA/mobile phone in the McDonald's restaurant?

No. Unfortunately McDonald's doesn't have any suitable power outlets that can be used by customers to charge their devices. We recommend you ensure your device has sufficient battery life to maximise your McDonald's Free WiFi experience.

FREE WiFi

Free WiFi in participating McDonald's restaurants New Zealand wide.
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