

# FAQs

**Q When did the “iTaiwan Government Indoor Public Area Free WiFi Access” begin? What is the scope of service? Who can use this service?**

**A** Since 7 October 2011, more than 5,000 WiFi hotspots (access points) have been established in the indoor public areas of some offices of the agencies of the Executive Yuan to provide citizens with free basic WiFi access service. This service is called iTaiwan and provides 1Mbps bandwidth for the public to access the internet. The WiFi hotspots are chiefly available in the indoor public area of local tourism attractions, transportation nodes, cultural and educational facilities, and government offices to provide citizens the ability to search for information over the Internet in case of emergency or when they are conducting business at government offices.

**Q Where can I get more information about the “iTaiwan Government Indoor Public Area Free WiFi Access”? To whom should I address my questions about the service?**

**A** The service set identifier (SSID) of this service is iTaiwan. Phonetically, it is a homophone to "love Taiwan" in Mandarin. Semantically, it signifies both Intelligent Taiwan and Internet Taiwan. The relevant information of the service is available from the service website at <http://itaiwan.gov.tw>. Should you have any questions, please feel free to call our free 24-hour helpline at 0800-081-051. Our service staff will help you to solve your problems.

**Q Can I use an account registered on iTaiwan to roam among TPE-Free, New Taipei, Tainan-Wifi, Taitung-Free or TANet-Roaming wireless internet service?**

**A** The Executive Yuan has cooperated with the Taipei city government, New Taipei city government and Tainan city government to establish a two-way user account roaming mechanism. The public only needs to complete registration on iTaiwan network to access all iTaiwan, TPE-Free, New Taipei, Tainan-Wifi and TT-Free hotspots for accessing the internet over WiFi.

Besides, the ministry of education and its subordinates have launched the allow TANet-Roaming. The public only needs to complete registration on iTaiwan network to access all iTaiwan, TPE-Free, New Taipei, Tainan-Wifi and TT-Free hotspots for accessing the internet over WiFi.

Additionally, the Ministry of Education and its subsidiary academic institutions have been gradually opening up iTaiwan services for members on mobile roaming. During available hours and locations in campuses, iTaiwan members can log onto campus roaming-enabled hotspots with their iTaiwan accounts (iTaiwan account@itw). All students and teachers are also able to use TANet accounts

(email) to log onto iTaiwan hotspots nationwide.

For current availability of all academic institutions, or instructions on logging in iTaiwan accounts, please refer to TANet Wi-Fi roaming exchange centers and official school websites.

**Q Do I need to pay internet access charges when I use ' iTaiwan Government Indoor Public Area Free WiFi Access ' ?**

**A** The ' iTaiwan Government Indoor Public Area Free WiFi Access ' is free. However, please take careful note of whether your internet access device (such as smart phone) has automatic network connectivity switched on. If your internet device connects automatically, when your device loses the iTaiwan WiFi signal, it may connect to the internet via a commercial 3G network automatically and you may be charged 3G data transmission fees. We suggest that you turn off automatic network connectivity before use. You should also remember to log out and close your browser when you no longer use ' iTaiwan Government Public WiFi Access Service ' to prevent additional fees.

**Q Is iTaiwan service available to foreign visitors?**

**A** If you are a foreign visitor and would like to use iTaiwan service, please use iTaiwan online registration and online activation service to apply your dedicated iTaiwan account.

Firstly, please apply for your iTaiwan account at the iTaiwan online registration system for foreign visitors. Effective use of time is 30 days, if necessary, be extended to 60 days to 90 days.

Online Registration website: <http://itaiwan.taiwan.net.tw/Index.aspx>

Secondly, after arriving in Taiwan and going through immigration, you can activate your iTaiwan account online by using the airport's free WiFi connection or any iTaiwan hotspots to get on online activated website Once completing the online activation, you can be expounded by the service personnel in Taiwan.

Online Activation website: <http://itaiwan.taiwan.net.tw/checkRegister.aspx>

Thirdly, you can present your passport or entry permit (for Mainland China residents) at a Travel Service Center located at any major airports, train stations or mass rapid transit (MRT) stations in Taiwan. After the service personnel applies for an account number for you, you can use the account number to access the Internet at any major indoor public area in Taiwan free of charge. Information on


Travel Service Centers is as follows:

1. Travel Service Center, Tourism Bureau Located at Taiwan Taoyuan International Airport, Kaohsiung International Airport and Travel Service Center, Tourism Bureau. For detailed information, please visit: [detailed information](#)
2. County and City Visitor Centers Located at Taipei Songshan International Airport, major mass rapid transit stations in Taipei, Taipei Main Station, major airports and train stations in counties and cities, and High Speed Rail stations. For detailed information, please visit: [detailed information](#)


You can also use a native mobile phone number or a native prepaid card number to register a account for the use of iTaiwan service or register for a TPE-Free account to log onto iTaiwan service. For TPE-Free registration information, please visit:[detailed information](#).

Besides, you can also use a native mobile phone number or a native prepaid card number to register a account for the use of iTaiwan service or register for a TPE-Free account to log onto iTaiwan service. For TPE-Free registration information, please visit: [detailed information](#).

 **How much bandwidth does the 'iTaiwan Government Indoor Public Area Free WiFi Access' currently support?**




 iTaiwan delivers an average download baud rate of about 1Mbps, mainly to provide the public with basic WiFi service and to satisfy the temporary internet access needs of users either outdoors of conducting business at a government office. Citizens can conveniently check and send e-mails in their spare time and browse websites. This bandwidth range can meet the demands of the basic and frequently used networking services mentioned above. Citizens wishing to download a large amount of multimedia data or files should subscribe to a commercial WiFi service which is similar to policies in other countries. In the future, the Executive Yuan may improve the service quality according to the result of this trial service, the policy of foreign governments, and service availability of domestic Internet service providers.

 **Is the electromagnetic radiation from WiFi service very strong? Is it hazardous to public health?**


 Citizens can enjoy wireless broadband networking by connecting to a WiFi AP. However, the effect of electromagnetic fields (EMF) on human health is a public concern. Based on the low-power radio-frequency specifications announced by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), the Environmental Protection Administration (EPA) suggests that EMF power should be lower than 1 milliwatt/cm<sup>2</sup> (1,000 μW/cm<sup>2</sup> or 10,000,000 μW/m<sup>2</sup>). The National Communications Council (NCC) measured the EMF power of

WiFi APs in June 2008. The result was 0.000000379 milli-watt/cm<sup>2</sup>, which is far lower than the suggested value announced by the EPA. The Department of Environmental Protection (DEP) of the Taipei City Government has also requested service providers measure the EMF power of their AP locations. According to DEP officials, based on the standard of 1,000 μW/cm<sup>2</sup>, the highest EMF power measured was 2.08 μW/cm<sup>2</sup> from the closet point to the transmitter. Likewise, this value is far lower than the standard value. According to the conclusions of the "Electromagnetic fields and public health: Base stations and wireless technologies" (WHO, May 2006, FS304): '...there is no convincing scientific evidence that the weak RF signals from...wireless networks cause adverse health effects.'


 **Where can I find iTaiwan WiFi hotspots?**



 Citizens can search for hotspot locations with the "Hotspot Search" function on this site. They can search for hotspots by map or by condition and from the nationwide hotspot distribution map. As these hotspots are located in the indoor public area of government offices, citizens can identify the availability of the iTaiwan service through the  logo posted at the entrance of government organizations and agencies. By entering government offices with this logo  (places with better signal response), citizens can enjoy the iTaiwan service.

 **What are the service hours of iTaiwan?**

 (1) Since the service is made available in the indoor public area of government offices, in consideration of power supply and site service, the service hours of iTaiwan coincide with the office hours of these government offices.

(2) At present, the service hours of all hotspots are the same as the office hours of government offices where the service is available; except for the hotspots in railway stations and rest areas on national highways, which are available 24 hours a day.

 **What is the coverage area of the iTaiwan WiFi hotspots?**

 In general, as the iTaiwan hotspots are built with WiFi technology, the best signal reception is within a 20m radius from each access point. However, signals are subject to attenuation as a result of indoor barriers. Therefore, it is recommended that citizens use the service near the  logo (places with the best signal reception). Also, as the service is indoor-based, when your device detects the iTaiwan signal outdoors, please confirm it is a signal from

iTaiwan to ensure information security.



**How do I terminate iTaiwan service or delete my iTaiwan account?**



You can delete your registered iTaiwan account by visiting iTaiwan website (<http://itaiwan.gov.tw/en/>) and clicking "Account Management" / "Delete Account", then your personal data will be removed from the iTaiwan system and the service is terminated. To ensure the stability of iTaiwan registration service, you will not be able to re-register your original account in three months after you delete your account. Please think carefully before you decide to delete your account.