

Frequently asked questions

What is WiFi?

WiFi is the name given to wireless networking technology that uses radio waves to provide high-speed internet and network connection.

What can I expect from the WiFi service?

Our WiFi will be free, fast and reliable. Registration will be simple – register once, and you'll be connected across our network. You can even use more than one device and it's child friendly too.

Where will I be able to access WiFi?

Over the coming months, WiFi will be made available at all Network Rail [managed stations](#) across the country.

Who can use it?

Any member of the public can use the service – simply register a compatible device at one of our [managed stations](#).

How do I register?

On your chosen device, select 'Free Station WiFi' from the list of available WiFi options. Open a browser or application and a log in screen will appear, then respond to the prompts.

Is it really free? What's the catch?

We know that access to free WiFi is important for passengers - that's why our WiFi is completely free and there is no time limit on accessing the service.

Will all mobile devices be compatible with the service?

Our WiFi service has been designed to work with as many WiFi standards as possible. This means that the vast majority of consumer devices such as mobiles, tablets and laptops, will work with our service.

How fast is the service and what will I be able to access?

Our free WiFi has been designed to cater for a busy station environment and serve the thousands of passengers in a station at any one time. Even in peak travel times, the service will allow passengers to browse the internet or download content from streaming services. Download speeds will fluctuate depending on the number of users at any one time.

What will you do with my registration details?

We have no reason to collect your details, so we won't ask for them.

When can I expect WiFi at my station?

The first station is due to go-live in Spring 2020, with the phased rollout of WiFi to all stations taking around one year to complete. A programme outlining the order stations will receive WiFi will be available shortly.