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**WiFi now
available***

*All of our train units will be complete by June 2018

FAQs

1. What is WiFi?

- WiFi is a wireless technology which connects devices such as laptops, tablets and smartphones to the internet through radio waves

2. When does WiFi launch?

- All of our trains will be fitted by June 2018

3. Which network do I connect to?

- Connect to Southeastern_WiFi

4. Who supplies the WiFi?

- Our WiFi connection is supplied by Icomera. For more information please visit icomera.com

5. Will WiFi be available on all types of smartphones and tablets?






- Yes – all smartphones and tablets that are WiFi enabled will be able to connect

6. How much data will I get?

- You are entitled to 50MB per day
- If you reach this limit you will continue to have WiFi access. However, it will be at a slower speed

7. What can I do with 50MB?

- 50MB of data will give access to emails, the internet and social media
- The table below shows an average estimate of what is covered:

| Activity | | Data usage |
|---------------------------------------------|-------------------------------------------------------------------------------------|------------|
| 1 hour of instant messaging (text only) |  | 1MB |
| 3 social media uploads with photos |  | 1MB |
| Download 50 emails (with no attachments) |  | 1MB |
| Download 3 emails with standard attachments |  | 1MB |
| Browsing for 1 hour |  | 15MB |

8. Will I be able to watch TV?

- The WiFi we're providing is for checking emails and browsing the internet, it's not built for streaming. Streaming will be very slow or even blocked. This would also use the 50MB allowance very quickly

9. Will there be any restrictions?

- Yes – you'll be unable to view any adult, illegal content, open large files or stream videos

10. Once I've used my 50MB allowance can I buy more?

- No – you're not able to purchase more data. However, you will still be able to use the WiFi at a slower speed

11. How can I track my data usage?

- A real-time usage bar will be available on the WiFi landing page for you to track (this can also be opened as a separate window)
- Many apps are updated frequently and if you aren't careful, will update in the background and use data without you realising. To ensure that your 50MB isn't used by the automatic app refresh feature on your device you should deactivate this feature

12. Will the WiFi work when at a station?

- No – the WiFi will only work onboard

13. Will it work in tunnels?

- No – just like your smartphone, being in a tunnel will prevent the onboard WiFi from gaining its signal so you will lose connectivity

14. How do I report WiFi issues?

- To report a WiFi issue, please call 0208 028 0393, email southeastern.support@icomera.com

15. How 'safe' is the WiFi?

- Our Privacy Policy details how we handle your information to keep it safe, when we might share or disclose it and how it is stored in alignment to the Generation Data Protection Regulation. For more information visit southeasternrailway.co.uk/privacypolicy

16. Will my data be shared with third-party organisations?

- No – the data you provide will not be shared with any third-party organisations and you can opt-out of receiving marketing information

17. Can you see what activity I've carried out (i.e. access personal data)?

- No – your data will only be accessed if you're flagged as viewing or downloading illegal or adult material

18. Can I log in and use the WiFi on multiple devices?

- Yes – usage allowance is per device

19. I'm not satisfied and want to complain, who do I speak to?

- If you're having technical issues with the WiFi please call 0208 028 0393, email southeastern.support@icomera.com
- If you're still unsatisfied, or you feel that your issues are not resolved, please contact our Customer Services team by filling out a '[Contact us](#)' form or call on 0345 322 7021 (calls are charged at local rate and may be recorded)

20. Can I claim compensation if the WiFi isn't working?

- No – unfortunately not as this is a free service

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