



Changes to

# Wi-Fi at Heathrow

## FAQs

### Log in and use

#### What equipment do I need to access the Wi-Fi network?

You can use any Wi-Fi enabled device such as a smart phone, laptop or tablet.

#### How do I access the Wi-Fi network?

- 1 Switch on your device and launch Wi-Fi
- 2 Choose the network \_Heathrow Wi-Fi
- 3 Open an internet browser
- 4 Choose your preferred login option
- 5 Complete the registration details and agree to the terms and conditions (where applicable)
- 6 Once connected, enjoy Wi-Fi for the duration of your stay at Heathrow

#### Do I have to register?

Yes. To enjoy free Wi-Fi, you must register.

#### Can I get up-to-date information about Heathrow services through the Wi-Fi network?

Yes. To find the latest information, visit [heathrow.com](http://heathrow.com) or follow us on Twitter @HeathrowAirport.

#### Can I roam on the Heathrow Wi-Fi network?

Yes. Roaming is available for Boingo and iPass users. If you are having any issues, please contact your roaming provider.

#### Can I use my device to make phone calls?

Yes. Services such as Skype or voice messenger will allow you to make phone calls. Please check with the service provider, as charges may apply.

#### When do my free minutes start and end?

Your free access is available every calendar day. It starts the moment you are shown the 'You're connected' page. Logging out of the service or loss of service during the daily refresh will allow re-login without restrictions.

#### Is there a charge for accessing the Wi-Fi network?

Heathrow offers a Free Wi-Fi service for the duration of your stay at the airport

### Troubleshooting

#### I'm having trouble connecting to Wi-Fi. Where can I get help?

If you are facing issues connecting, please call our multi-lingual support desk for assistance:

UK Freephone	0808 189 1365
Local UK	+44 20 7108 6195

#### I don't have a Wi-Fi enabled device. Is there another way to access the internet?

Yes, there are free internet kiosks in landside locations with broadband access in every terminal. Please note that this service is provided by a different operator. You will find locations on our terminal maps.

#### My Wi-Fi Connection is enabled but I can't find any networks. What can I do?

Most computers have a built-in switch that lets you disable the wireless adapter's radio.

Make sure this switch is 'on'. If you can't find the switch on your computer, please call our multi-lingual support desk.

UK Freephone	0808 189 1365
Local UK	+44 20 7108 6195

#### Does the support desk offer help in other languages?

Yes. We provide support in English Arabic, Chinese, French, German, Hindi, Italian, Japanese, Polish, Russian, Spanish, and Urdu.

#### When is the support desk open?

The support desk is available 24 hours a day, seven days a week, 365 days a year. For multilingual support, please call the appropriate number below. You can also visit: [support.boingo.com/contactus](http://support.boingo.com/contactus)

UK Freephone	0808 189 1365
Local UK	+44 20 7108 6195

#### How much does it cost to call the support desk?

Calls from landlines and mobiles are included in free call packages, however International roaming charges may apply.

## Security and Speed

### How fast is the Wi-Fi network?

The speed you get depends on the number of users and how heavily they're using the service. With our free Wi-Fi service, you can receive speeds up to 100 Mb/s

### What do you do with my personal data?

We require this information for payment, personalisation of the Wi-Fi 'welcome' pages and prevention of fraud.

### Is Heathrow's Wi-Fi "family friendly"?

Yes. The Wi-Fi service uses third-party filtering software. This means that it will automatically block access to certain types of websites and content which is deemed as inappropriate.

### How secure is Heathrow's Wi-Fi?

Our Wi-Fi is one of the most secure public Wi-Fi networks. It uses 256 Bit SSL encryption to protect your data. No public network is fool proof. Ensure you do your best to protect yourself and your device:

- Install robust anti-virus software and a personal firewall on your device. Keep anti-virus software up to date
- Protect your device with a password
- Never leave your device unattended; if necessary, lock it
- Keep credit or debit-card details hidden from view
- Make sure that a website is secure before you input financial details. Check for the padlock icon on your browser
- If you're connecting to your own corporate network, use a secure VPN (virtual private network)