



Changes to

Wi-Fi at Heathrow

FAQs

Log in and use

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

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.

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

Yes. To find the latest information, visit heathrow.com or follow us on Twitter @HeathrowAirport.

Can I roam on the Heathrow Wi-Fi network?

Yes. Roaming is available for Skype, 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 call. Please note, charges may apply, please check with the service provider.

Can I send and receive large files?

We recommend that you limit emails and attachments to 10MB.

Free minutes and payment

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.

I'm a Heathrow Rewards member, can I get faster Wi-Fi?

Yes. Premium tier members of the Heathrow Rewards loyalty programme will receive speeds up to 10Mb/s.

Why would I want to pay?

If you're not a premium tier Heathrow Rewards member, you may wish to upgrade to a faster service.

How much does paid-for Wi-Fi cost?

You can buy additional Wi-Fi time in blocks. In every case, the clock starts from acceptance of payment.

4 hours	£4
1 day	£8
6 months	£70
1 year	£130

How do I pay for additional Wi-Fi use?

You can pay using your credit card or PayPal. Join the network in the usual way and follow onscreen instructions. Payment is secure. If you've already paid for time on a network managed by our provider, Virgin Media, you can use that account to log in at Heathrow.

Can I get a receipt for my payment?

If you pay for Wi-Fi use, we'll send a VAT receipt automatically by email to the address you supplied. If you need help, call the support desk on 0330 660 1130 or email wificustomerservice@virginmedia.co.uk

Troubleshooting

I'm having trouble connecting. Where can I get help?

If you can't connect, you may need to change the settings within your browser or you're running other programs that aren't optimised for our system. Call the support desk on 0330 660 1130 for assistance.

I'm new to Wi-Fi. Can anyone help?

Yes. Call the support desk on 0330 660 1130. They'll help you get started.

I don't have Wi-Fi. Is there any other way to get onto the internet?

There are free computer desks with broadband access in every terminal, operated by Virgin Media – you'll find locations on our terminal maps.

My wireless network 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, call the support desk on 0330 660 1130.

My device says that _Heathrow Wi-Fi is an unsecured network. Is this normal?

Yes. Please click 'continue'.

I can receive but can't send emails. What can I do?

Call the support desk on 0330 660 1130.

When is the support desk open?

The support desk is available 24 hours a day, seven days a week, 365 days a year. For multi-lingual support, please call the appropriate number below. You can also email wificustomerservice@virginmedia.co.uk

English speaking	0330 660 1130
French speaking	0330 660 1131
German speaking	0330 660 1132
Urdu speaking	0330 660 1133
Mandarin speaking	0330 660 1134

How much does it cost to call the support desk?

The support desk uses 0330 numbers. Calls cost no more than those to geographic numbers (01 or 02).

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. If you're using our free service then you can expect on average about 3Mb/s. Premium tier members of Heathrow Rewards will receive speeds up to 10Mb/s. Paid users will receive speeds up to 20Mb/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?

Ours 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).