



Stay connected on the street

Whether you need to charge your phone, connect to wi-fi, or make a UK call, you can do it all for free.

Street Hubs are here to keep you connected.

Open settings on your device and select **_BTWifi** to connect.



Designed for the digital generation

The next generation of phone boxes have arrived. By combining the use of phone boxes with extra, enhanced digital services, the Street Hub keeps cities and people connected. Whether it's charging a mobile device, looking up directions or making emergency phone calls, the Street Hub is the phone box for the digital age.

Located across the UK in major towns and cities, the Street Hub is the beacon of free communication. You can use it to charge your mobile phone, make free calls and enjoy ultrafast wi-fi. Meanwhile businesses can advertise to an audience of millions.

To make things even clearer, we've put together all the key features and frequently asked questions about the Street Hub.

Right here.

And if you need to know more, just get in touch.



Did you know that millions of people will pass a Street Hub every single day?

Available in more than 23 towns and cities and growing.

Ultrafast wi-fi up to one gigabit. And it's free.

Key features

Environmental sensors

Street Hubs come with in-built sensors that can capture data on air and noise pollution, outdoor temperature and traffic conditions.

Touchscreen tablet

Use a Street Hub to access council services and charity information.

Free rapid device charging

Out of juice? Charge your devices quickly using either of the two USB ports.



Free, ultrafast wi-fi

Street Hubs provide the UK's fastest free public wi-fi for everyone.

Digital screens

Each Street Hub has two 55" digital displays showing public service announcements and advertising.

Free phone calls

Make free phone calls to anywhere in the UK (mobile, local or national numbers) using the tablet and microphone. Plug in your personal headphones for more privacy.

Frequently asked questions About Street Hub

What are Street Hubs?

Street Hubs are modern wi-fi units that provide a host of free services to users, including:

- ultrafast wi-fi up to one gigabit speed (1,000 Mbps)
- fast device charging via two USB ports
- emergency services via a dedicated 999 button
- council services via a touchscreen tablet
- free UK national landline and mobile phone calls
- two 55" inch high-definition digital displays used for public service announcements and advertising.



Frequently asked questions

About Street Hub

What benefits do Street Hubs bring to communities?

Street Hubs keep communities connected to digital and local services. They are always on for key public announcements and advertisers to reach their audience. Whether it's a large organisation, small and medium sized business or local council, they can get their messages seen. As we work closely with local councils to expand the presence of Street Hubs and optimise its features, we can help those who live in, work in or visit these places, providing them with digital services at their fingertips.

How much does it cost to use a Street Hub?

Street Hubs provides a free digital service. So ultrafast wi-fi and council services via the touchscreen tablet is free. As is device charging, and calls to UK landline and mobile phones.

Stay connected on the street

International and premium rate phone calls can be made by using a calling card.

How does BT fund Street Hubs?

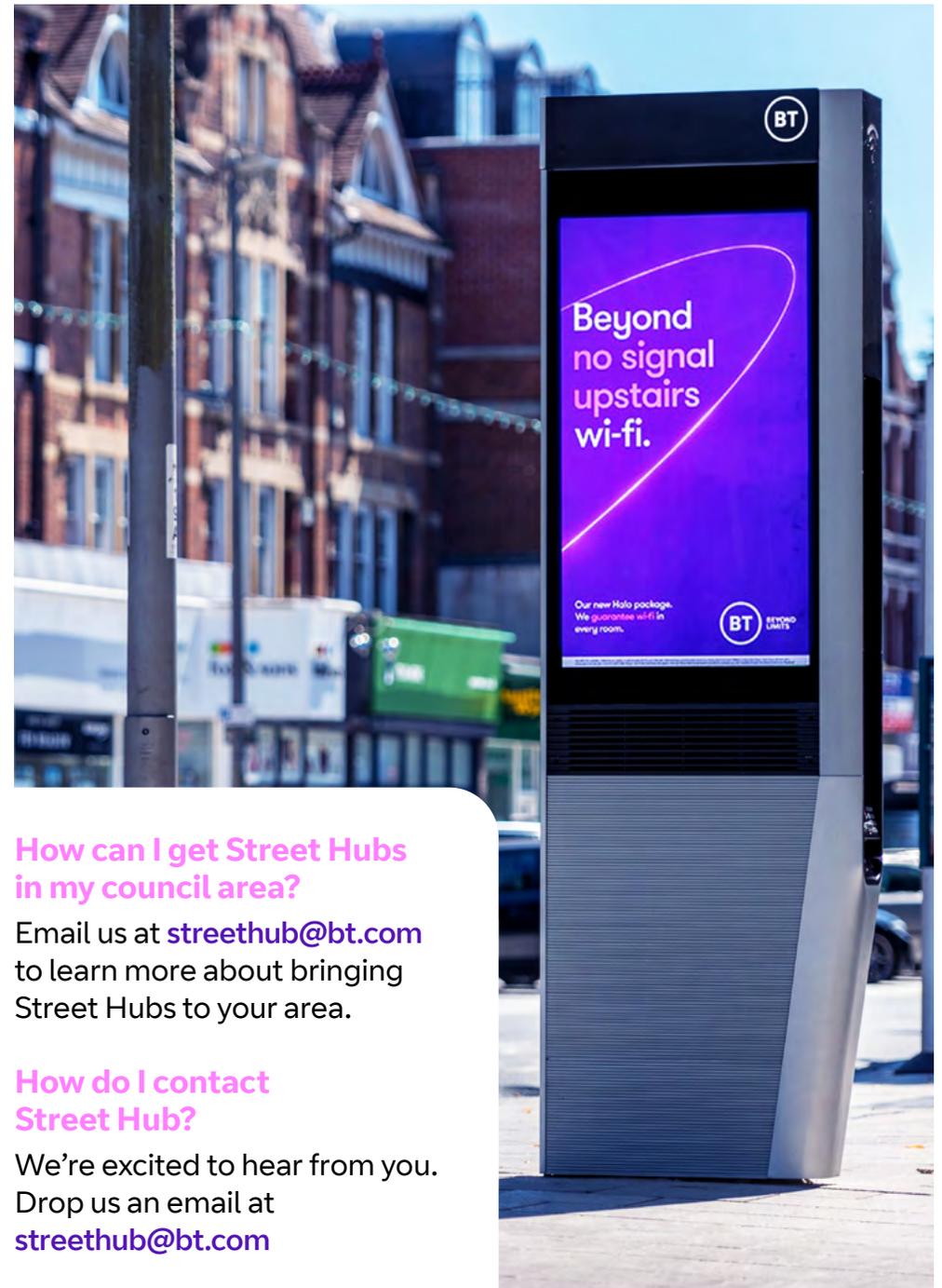
Street Hubs comes at no cost to the taxpayer, national or local. Deployment and maintenance of Street Hubs are funded by revenue from advertising on the digital displays.

What happened to the InLink from BT?

In December 2019, BT acquired the digital street unit assets from InLink Limited.

How can I advertise on a Street Hub?

We've partnered with Global to provide outdoor advertising for 500 Street Hubs across the UK. If you'd like to enquire about this, please contact Global at <https://global.com/contact>



How can I get Street Hubs in my council area?

Email us at streethub@bt.com to learn more about bringing Street Hubs to your area.

How do I contact Street Hub?

We're excited to hear from you. Drop us an email at streethub@bt.com

Frequently asked questions

Using Street Hub

How can I charge my mobile device at a Street Hub?

Each Street Hub is equipped with two fast-charging USB ports located below the headphone jack. Simply plug your charger cable into a port and attach your device for a quick and easy charge. The USB ports are connected to a power source only and cannot transfer data to or from a Street Hub.

How can I make a free phone call from a Street Hub?

You can make free phone calls to anywhere in the UK, including mobiles. You can make a call using the touchpad on the tablet or directly using the keypad.



Frequently asked questions

Using Street Hub

To make a call using the tablet:

1. Tap the screen and choose the 'Make a Call' on the tablet screen
2. Dial the number you wish to call on the touchscreen
3. Tap the 'green handset' button to start the call
4. When you finish your call, press the 'red handset' button to hang up.

To make a call using the keypad:

1. Dial the number you wish to call on the keypad
2. Tap the 'green handset' button on the bottom right of the keypad to start the call
3. When you finish your call, press the 'red handset' button above the 'Call' button to hang up.

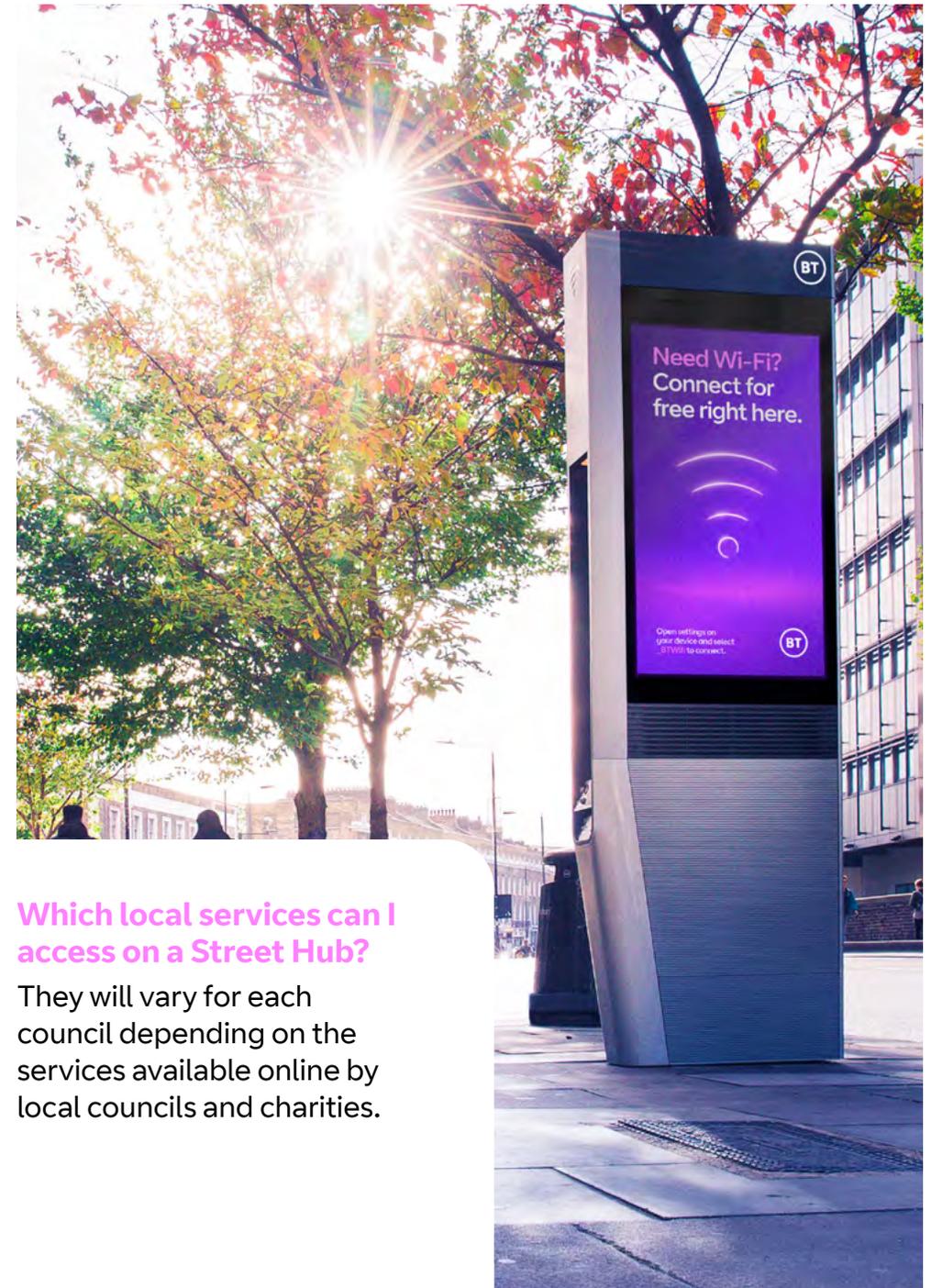
Need to adjust the call volume? Use the plus (+) and minus (-) buttons on the keypad to turn the volume up or down. You can also plug in your headphones for more privacy.

Can I make an international phone call from a Street Hub?

Yes, you can make international calls from a Street Hub. You can do this by using any international calling card with a UK number. Just follow the instructions on your card.

How can I make an emergency call from a Street Hub?

In the case of an emergency, push the red 999 button twice to connect to the emergency operator.



Which local services can I access on a Street Hub?

They will vary for each council depending on the services available online by local councils and charities.

Frequently asked questions

Technology and network

What is ultrafast wi-fi?

With speeds up to one gigabit, the Street Hub wi-fi is most likely the fastest you've ever experienced, with no data caps or annoying ads.

Will I always receive a gigabit of bandwidth when I access the wi-fi?

There are many factors that impact the real bandwidth available to a connected device. Among these are the number of devices connected, individual device performance, radio interference in the environment from wireless or other electronic devices, and the speed of the services being accessed. Rarely will an individual device be able to access a full gigabit, but by providing a gigabit network we are ensuring the best possible performance for all.



Frequently asked questions

Technology and network

How many people can use wi-fi at one Street Hub hotspot before the wi-fi speed slows down?

A Street Hub can support hundreds of users simultaneously up to 100 metres from each unit. Performance will vary depending on activity, and the network is always shared equally with all connected users.

What kind of tablet and tablet functionality does Street Hub provide?

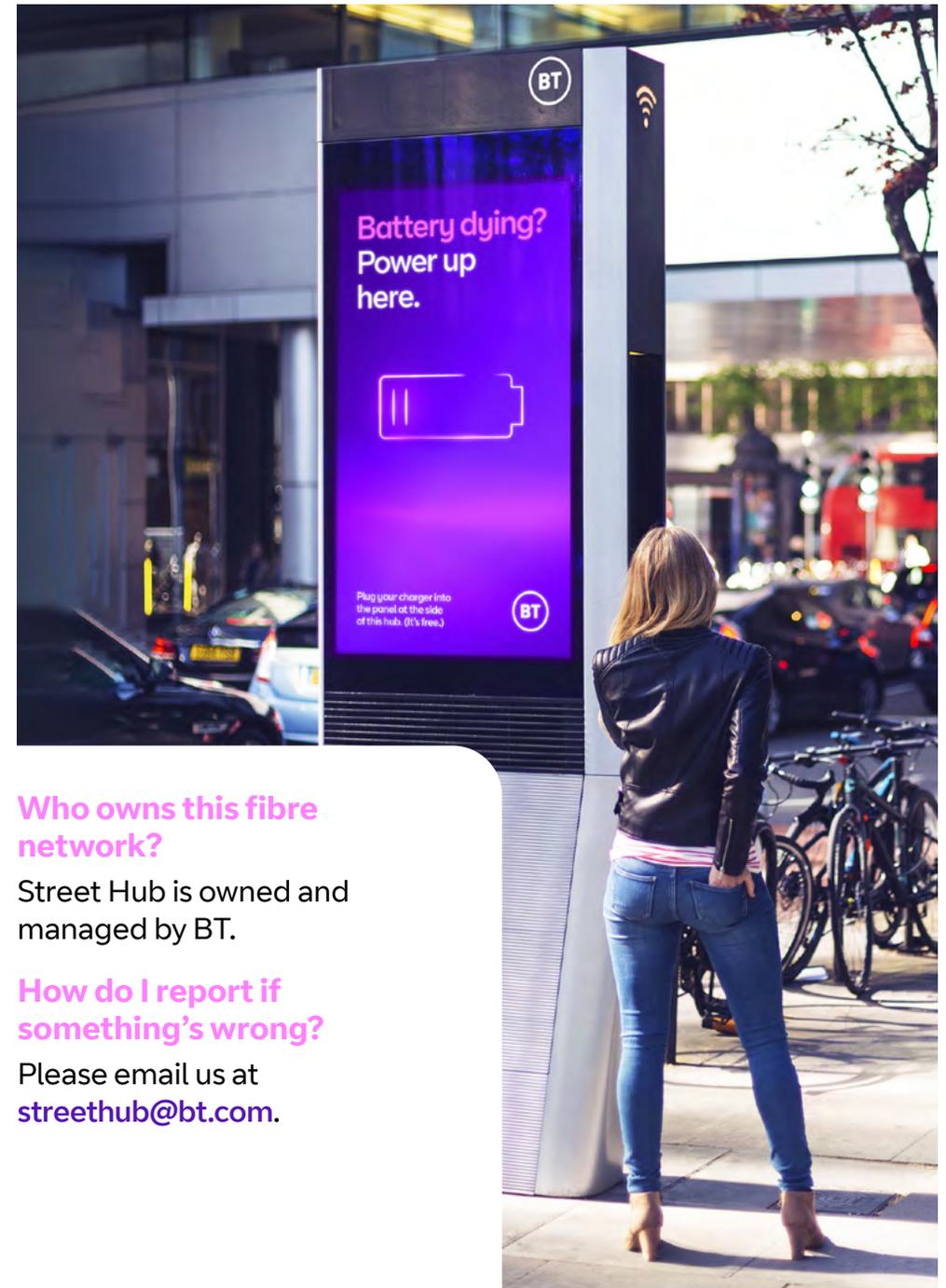
Street Hubs have an integrated custom Android tablet, providing users with free access to council services, charity information, maps, weather and free UK national landline and mobile phone calls.

How often is Street Hub's hardware updated?

Technology changes in the blink of an eye, so Street Hub is custom-built to keep up with the latest technologies and user experience trends.

Do Street Hubs have sensors?

Yes, and we're building features to capture data such as air and noise pollution, outdoor temperature and traffic conditions. The data collected by these sensors could be used to introduce an exciting new range of 'smart' services to local councils and communities based on the Internet of Things.



Who owns this fibre network?

Street Hub is owned and managed by BT.

How do I report if something's wrong?

Please email us at streethub@bt.com.

Frequently asked questions

Security and privacy

How secure is Street Hub wi-fi?

Any personal information that we store about users is encrypted, which means the words that make up your email address are scrambled and cannot be read without a special key. Encryption is the most effective way to secure data.

As with any public wi-fi network, we recommend that users always look for the secure lock symbol on your browser bar if you are transmitting any sensitive information.

What safety precautions do you recommend when using the Street Hub service?

We encourage users of the Street Hub wi-fi to be vigilant whilst using personal devices on the street, or whilst using the free Street Hub tablet.

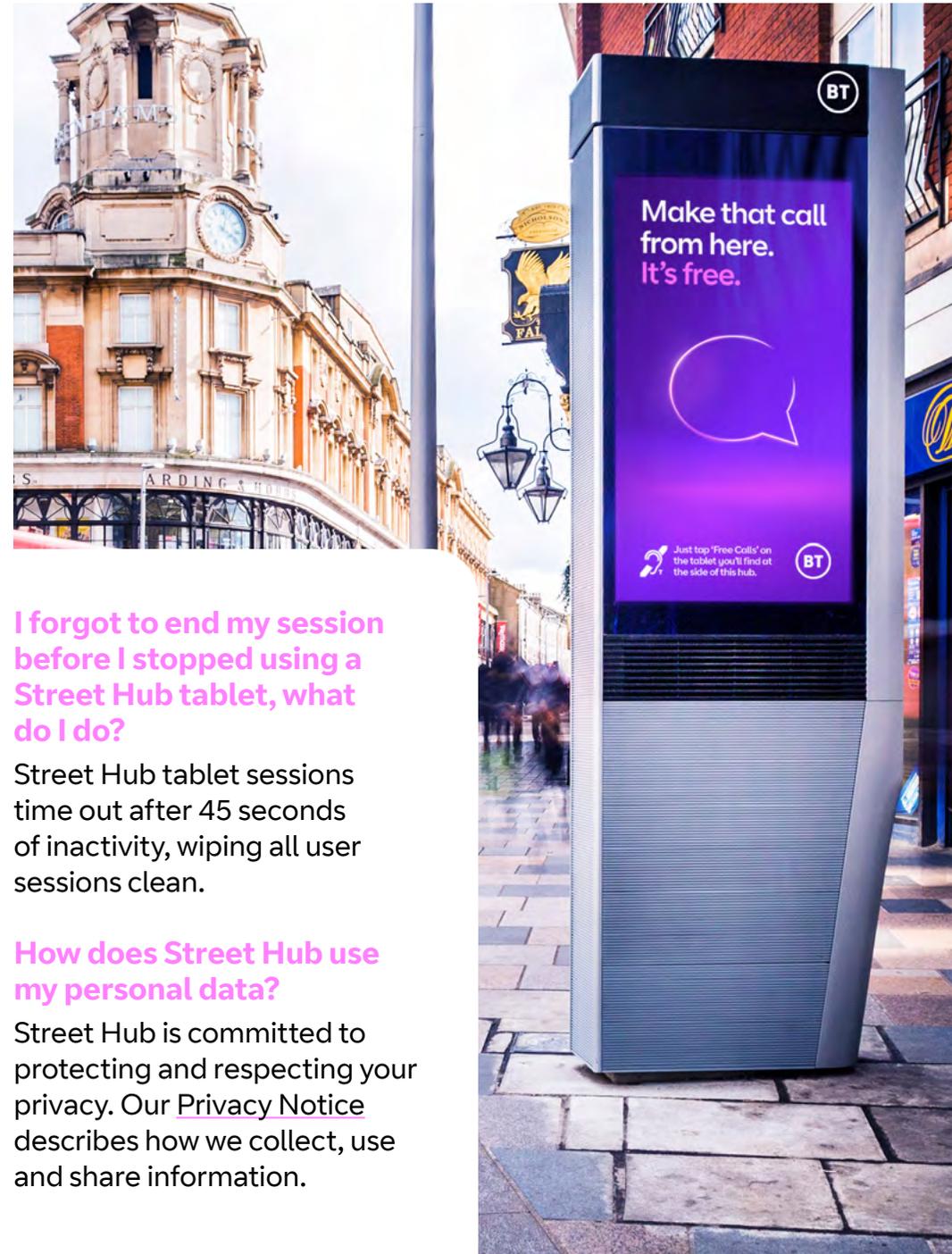
Be mindful of your surroundings and use your device's security features as a precaution in case your device happens to get in the wrong hands.

Is the wi-fi filtered?

Our wi-fi experience is designed to be consistent with the content filters used by UK internet service providers (ISPs) to ensure safety and child protection whilst using wi-fi in a public space.

When I charge my phone, is it possible to transfer data to or from a Street Hub?

No. Street Hub's USB port is connected to a power source only and cannot transfer data between your device and a Street Hub. No information about your device is recorded when you use our USB charging ports.



I forgot to end my session before I stopped using a Street Hub tablet, what do I do?

Street Hub tablet sessions time out after 45 seconds of inactivity, wiping all user sessions clean.

How does Street Hub use my personal data?

Street Hub is committed to protecting and respecting your privacy. Our [Privacy Notice](#) describes how we collect, use and share information.

Get in touch

For general enquiries please get in touch at streethub@bt.com

And if you want to start advertising on Street Hub, contact us at <https://global.com/contact>



Offices Worldwide

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