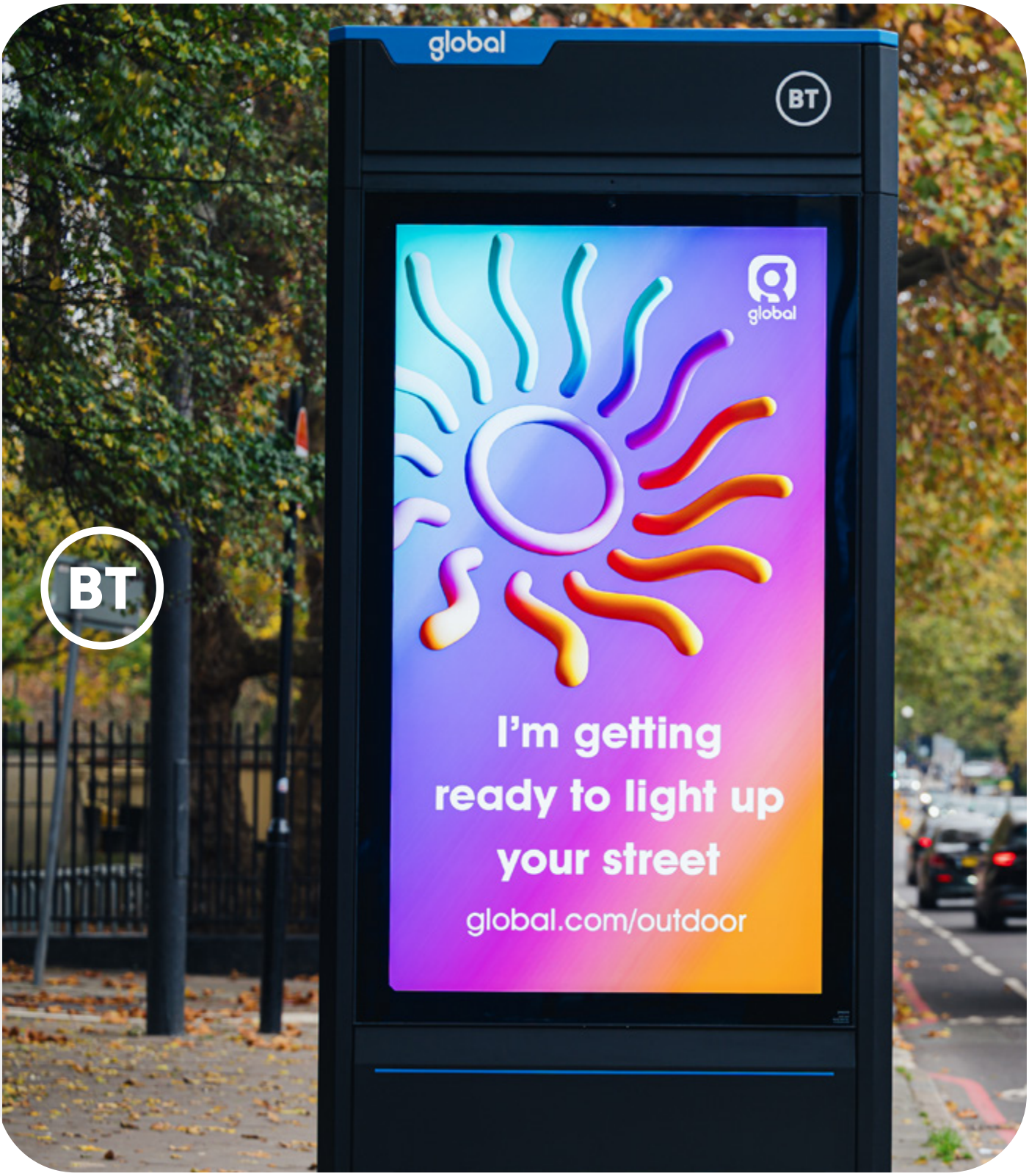


STREET HUBS

Beyond connection

Frequently asked questions

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Frequently asked questions

ABOUT STREET HUBS



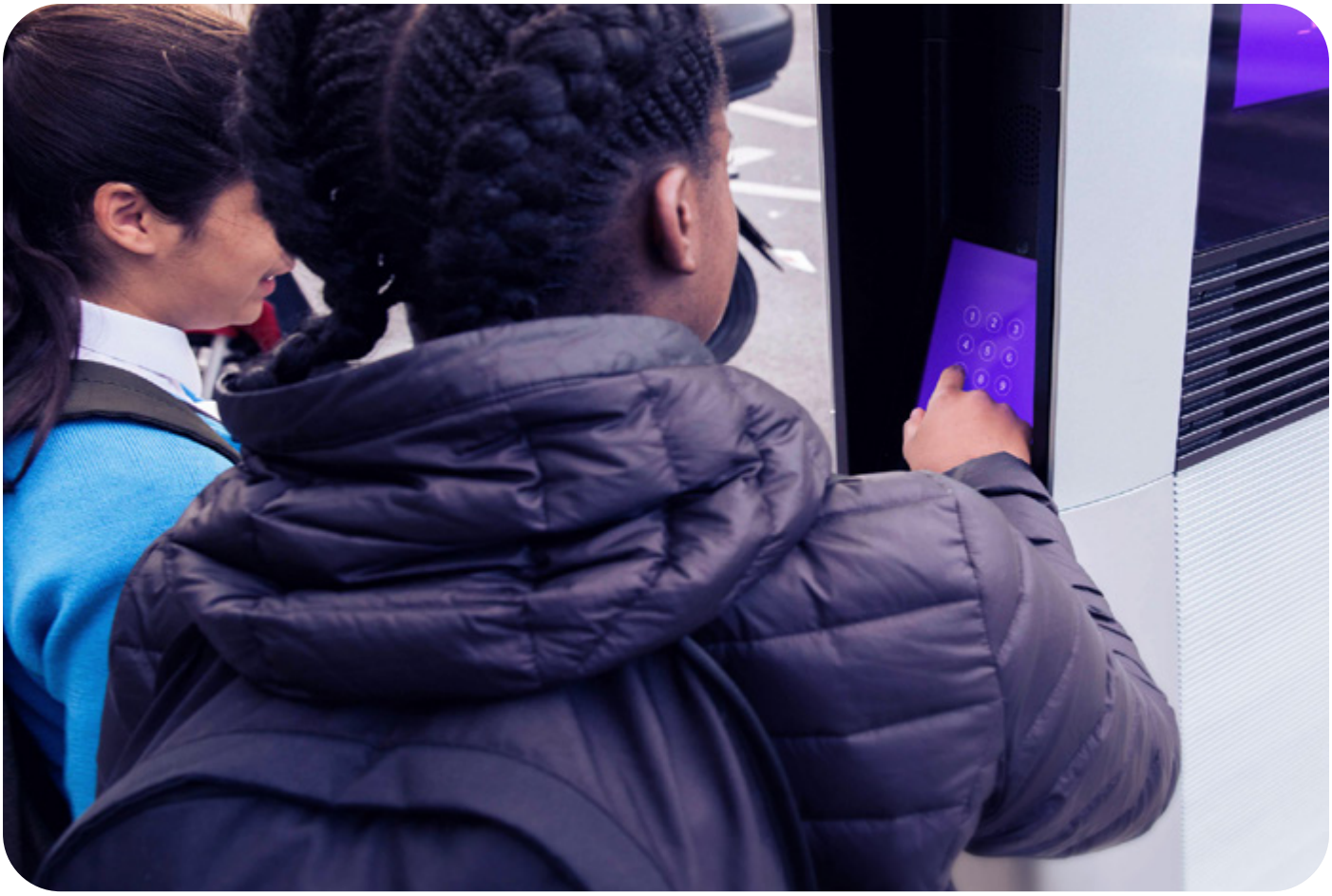
What are Street Hubs?

Street Hubs are cutting-edge phonebox replacements that bring a host of free services to communities, including:

- Superfast Wi-Fi.
- 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- or 75-inch high-definition digital displays used for public service announcements and advertising.

Why are we replacing traditional payphones?

Payphone usage has declined significantly over time, while maintenance costs remain high. Street Hubs allow us to continue providing public services while generating revenue through advertising, making the service sustainable long term.



What benefits do Street Hubs bring to communities?

They keep communities digitally connected to local services. They are always on for key public announcements and so that advertisers can reach their audience. Whether it's a small, medium or large organisation, a council, or a local group, they can get their message seen. We work closely with councils when we roll out Street Hubs so they get the most from them, and help those who live in, work in or visit these places with digital services at their fingertips.

How much does it cost to use a Street Hub?

Street Hubs provide a free digital service. Superfast Wi-Fi, council services via the touchscreen tablet, device charging, and calls to UK landline and mobile phones – it's all free.

How does BT fund Street Hubs?

Street Hubs come 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 our Global team to provide outdoor advertising for 1000 Street Hubs across the UK. If you'd like to enquire about this, please contact Global at 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 or give us a call on 0800 661 610.

Frequently asked questions

USING STREET HUBS

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

Simply plug your charger cable into one of the two fast-charging USB ports located below the headphone jack. These ports are power 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 mobile and national calls in the UK, using the keypad or tablet touchpad.

Are Street Hubs accessible for all users?

Street Hubs are designed to be easy to use for the general public, with touchscreen interfaces and clear instructions. Accessibility considerations are assessed as part of the design and planning process.

Which local services can I access on a Street Hub?

This will vary depending on the services available online from the local councils and charities.



To make a call using the tablet:

1. Tap the screen and choose ‘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.

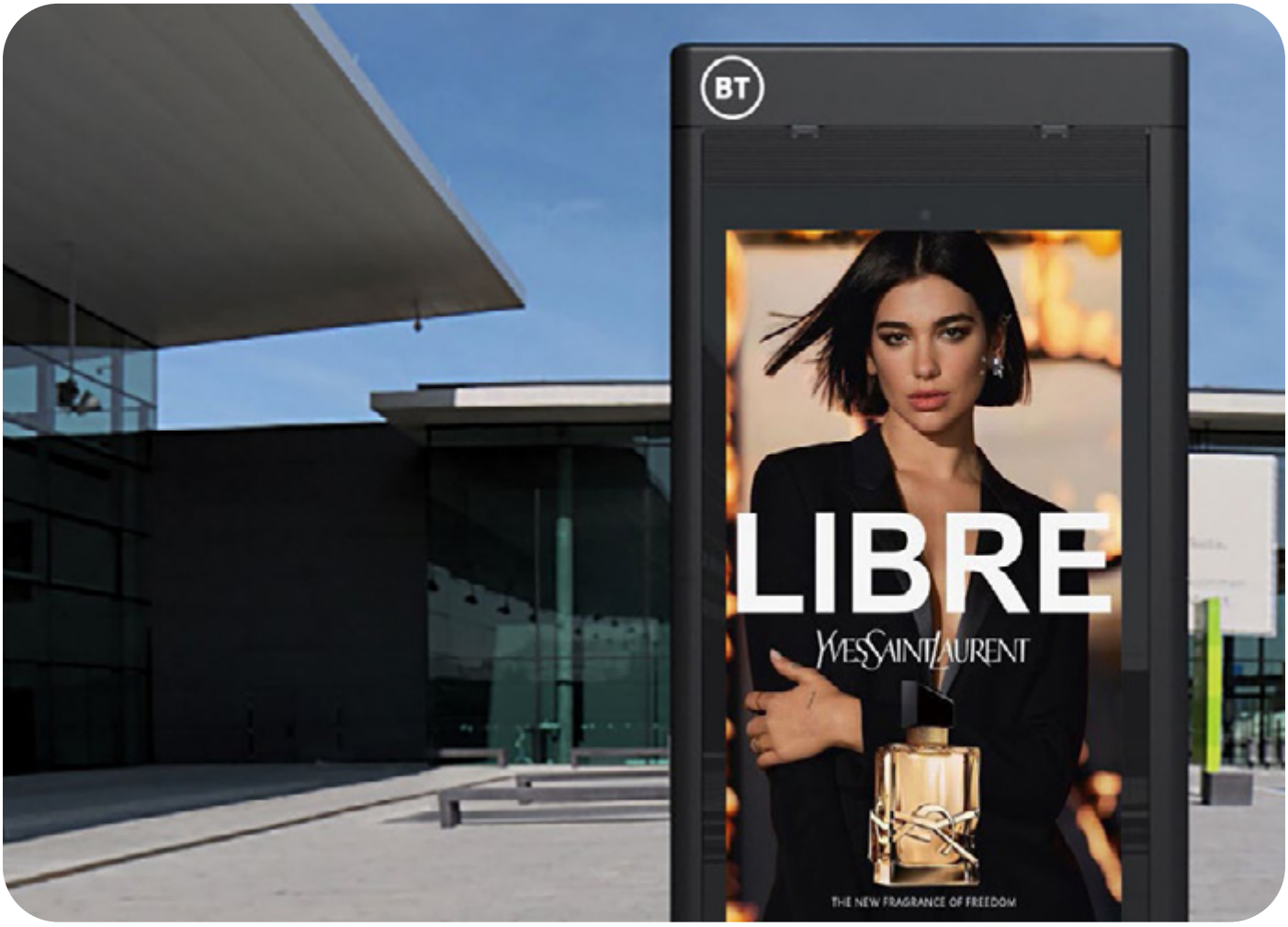
Need to adjust the call volume? Use the plus (+) and minus (-) buttons on the keypad to turn the volume up or down. You can also plug in your headphones for more privacy.

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

No, international calls cannot be made using Street Hubs. By default, they are automatically blocked.

How can I make an emergency call using Street Hub?

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



Frequently asked questions

TECHNOLOGY AND NETWORK

What is superfast Wi-Fi?

Street Hub Wi-Fi delivers a seamless browsing experience with fast, free connectivity, no data, and no annoying ads.

Will I always receive a gigabit of bandwidth when I access the Wi-Fi?

Not always, many factors can affect 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. It's rare to get the full gigabit, but by providing a gigabit network, we're ensuring the best possible performance for all.

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 75 metres from each unit. Performance depends on the activity, and the network is always shared equally with all connected users.



What kind of tablet and tablet functionality do Street Hubs 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 Hubs hardware updated?

Technology changes in the blink of an eye, so Street Hubs are custom-built to keep up with the latest technologies and user experience trends with modular design updates through the network.

Do Street Hubs have IoT sensors?

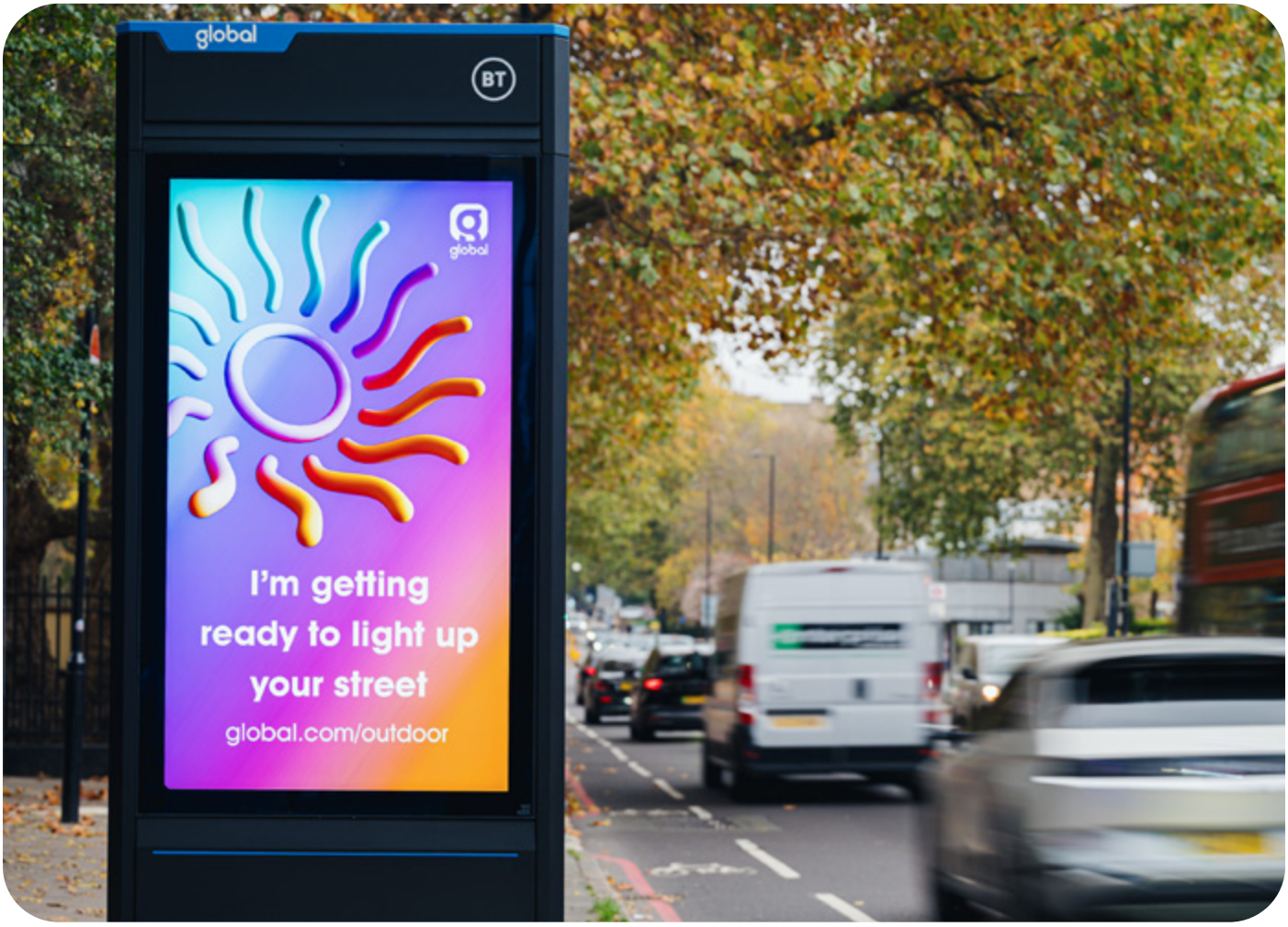
Not as standard, but they can capture data such as air and noise pollution, outdoor temperature and traffic conditions. This could be used for exciting new 'smart' services for local councils and communities based on the Internet of things.

How do I report if something's wrong?

Please email us at streethub@bt.com

Can Street Hubs support improvements to mobile coverage?

Some Street Hubs can host mobile small cell equipment, which helps improve 4G and 5G connectivity in areas with poor coverage.



Frequently asked questions

SECURITY AND PRIVACY

How secure is Street Hub Wi-Fi?

Any personal information that we store about users is encrypted – your email address cannot be read without a special key. This is the most effective way to secure data. As with any public Wi-Fi network, we recommend that you 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 a Street Hub?

As always, be vigilant while using personal devices on the street or using the free Street Hub tablet. Be mindful of your surroundings and use your device's security features, just in case your device happens to fall into 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 while 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 USB ports are power only, and cannot transfer data. 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 30 or 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.

Is there any operational data collected?

Limited data such as Wi-Fi usage, call volumes, and fault information is collected to monitor performance and improve the service.





Frequently asked questions

PLANNING AND REGULATION

When can a traditional payphone be removed?

A payphone can be removed when usage is low, mobile coverage is sufficient, or there is no demonstrated ongoing public need.

Do Street Hubs cause light or noise disturbances?

Our units are designed to operate within planning guidelines, including controls on screen brightness and operation to minimise impact on nearby residents and businesses.



Offices worldwide

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