



Market St. Hotspot 2.0 FAQ's

1. What is Free Public Hotspot 2.0 Service on Market Street.?

The Market St. Hotspot 2.0 service is a secure and encrypted hi-speed outdoor wireless Internet connection that is available to anyone with the following devices:

- iOS 7+ iPhone 5/5s/5c, New iPad, iPad Mini, iPad Air, iPad Mini Retina, iPod Touch 5th Gen
- Mac OS X Mavericks or later

Hotspot 2.0 allows your mobile device to automatically and securely join the Wi-Fi network.

2. Is my information safe while using the Hotspot 2.0 service?

The Hotspot 2.0 is safer than any open Wi-Fi network.

3. What is the coverage area for the Free Public Hotspot 2.0 service?

The free Hotspot 2.0 service is available on a 3.1 mile stretch of Market St. starting at Castro St. and ending at the pedestrian corridor at the east end of the Embarcadero.

4. Will Hotspot 2.0 work inside buildings along Market St.?

The Hotspot 2.0 network is not designed to work inside buildings

5. Who uses the network?

The network is available to the general public.

6. What is the speed of my connection?

The connection speed will vary depending on a number of factors: Number of current users, Signal Strength, and Device.



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7. What can I do when I am experiencing a slow response?

Your device may be connected to a faraway access point. After turning Wi-Fi OFF and ON in your device, you should expect a faster response time. More information regarding Hotspot 2.0 and Wi-Fi for Apple iOS devices can be found at the following link: <http://support.apple.com/kb/HT5965>. If you continue to experience a slow response time, please report the location where you are experiencing slow response time to 311.

8. Who do I call if I have trouble with the Free Public Hotspot 2.0 service?

Issues can be reported to 311.

9. Will I get an update on my 311 service ticket?

The most updated status of your ticket can be found at: <http://www.sf311.org>

10. Is Hotspot 2.0 Wi-Fi use monitored or are any websites blocked?

Usage is not monitored. In order to provide a quality and robust user experience, only system statistics are being gathered, including System health and stability, Performance, and Connection speeds.

11. Are there plans to expand the Free Public Hotspot 2.0 service beyond Market St.?

The Department of Technology is working with the Department of Recreation and Parks and Google to install Hotspot 2.0 service in 31 neighborhood parks.