

Glasgow City FREE wi-fi service provided by BT Wi-fi

What is BT Wi-fi?

BT Wi-fi is a wireless broadband (wi-fi) service that you can access in public places (hotspots) such as Glasgow City centre, airports, hotels, coffee shops, motorway service stations and many other city centres. It's a great way to connect your laptop, tablet or mobile device to the internet when you're away from home or your office, without needing a phone line.

How do I access the free wi-fi service in Glasgow?

1. Connect to the Glasgow City wi-fi signal (GlasgowCC WiFi) in the list of available networks on your device
2. Open your web browser to see the hotspot login page
3. Click on the 'Get online' button
4. You'll be taken to a new web page confirming you're online.

Is there a download limit?

No. Wi-fi is perfect for uploading or downloading large files at high speed. Use is based on time rather than data transfer amount.

How secure is BT wireless broadband?

By their very nature, open public wi-fi networks operate without wireless encryption enabled in order for all users to be able to access them as a public service. BT Wi-fi has the following recommendations when using a public hotspot:

- use a VPN. There are multiple providers for the various operating systems that exist e.g. Windows, iOS and Android
- always use "https" sites, if you're passing any user credentials or private information
- upgrade to the latest version of the operating software (OS) relevant to your computer, laptop or device
- always make sure your firewall, virus guard and browser are all up to date

Do wireless local area networks (WLANs) present a threat to health?

Health and safety is at the heart of BT and its operations – we are very conscious of our responsibility to the public, employees, customers and other stakeholders – and take it very seriously.

We monitor industry reports and intelligence about the potential health risks posed by wi-fi and note that there is no credible evidence that the extremely low exposure levels from WLANs pose a threat to human health. The World Health Organization has issued a fact sheet regarding base stations and wireless networks, and its conclusions were: "Considering the very low exposure levels and research results collected to date, there is no convincing scientific evidence that the weak RF [radio frequency] signals from base stations and wireless networks cause adverse health effects."

How many devices can I log in at one time?

In the initial phase when users simply need to click to agree to a set of terms and conditions to access free wi-fi, any number of devices can be logged in. However if the service changes and users need to register some basic details, only one device per session can be used.

What speeds are people likely to experience when using this free wi-fi?

Speed will always be dependent on a number of factors, like proximity to the access point and the number of other users using the service, but we have designed the network to deliver the right performance for the number and range of users and devices we expect to see. The lessons we took from the successful deployment of wi-fi at the Olympics have been invaluable in that respect.

Will there be any usage limits?

At launch the network will be completely free of usage limits for a promotional period. This will not only help uptake and use of this new network, but also enable the network to be fine-tuned for performance.