FAQ's

1. **What is #SFWiFi?**

   a. #SFWiFi on Market Street is a high speed outdoor only wireless internet connection that is available to anyone with a laptop, smart phone, tablet or any mobile device with an internet browser.

   b. #SFWiFi in the parks provides indoor and outdoor wireless connection to 32 parks, plazas and recreation centers. It is also available to anyone with a laptop, smart phone, tablet or any mobile device with an internet browser.

2. **What is the coverage area for the #SFWiFi?**

   a. Market Street is available on a 3.1 mile stretch of Market Street, starting at Castro Street and ending at the pedestrian corridor at the east end of the Embarcadero.

   b. 32 Parks are covered mainly in the most densely populated areas of the parks. (Ongoing fine tuning will take place to enhance service where needed)

3. **How far away from Market Street can I still connect?**

   a. The supported WiFi coverage area is only as wide as Market Street and only outdoors.

4. **Will #SFWiFi work inside buildings along Market Street?**

   a. The WiFi network is not designed to work inside buildings.

5. **Who uses the network?**

   a. The network is available to the general public.

6. **What is the speed of my connection?**

   a. The connection speed will vary depending on a number of factors:

      i. Numbers of current users

      ii. Signal strength

      iii. Device

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7. **What is the wireless protocol?**
    a. 802.11 g/n/a

8. **What devices are supported?**
    a. Any device with a wireless networking card is supported:
        i. Cell Phones
        ii. Tablets
        iii. Laptops
        iv. Wi-Fi enabled cameras

9. **Where is the funding coming from for this project?**
    a. Market Street: Funding came from the Department and Technology and donated equipment and services.
    32 Parks: This was made possible by a financial gift from Google and funding from the Department of Technology

10. **Are there plans to expand #SFWiFi beyond Market Street, city parks, plazas and recreation centers?**

    a. The Department of Technology currently developing a strategic plan to further expand connectivity for the public benefit in various locations across the City. And, as we continue to develop our plan for connectivity, I welcome the opportunity to work collaboratively with organizations and members of the public in ensuring that high speed internet connectivity is accessible for all our residents.

11. **Who do I call if I have trouble with the #SFWiFi?**
    a. Issues can be reported by calling 311 or tweeting @SF311.

12. **Will I get an update on my 311 service ticket?**
    a. The most updated status of your ticket can be found at: http://www.sf311.org

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13. Is my information safe while using wireless?
   a. It is a free public WiFi service open to anyone, caution should be taken to protect your private and financial information.

14. Is #SFWiFi use monitored or any websites blocked?
   a. Usage is not monitored, only system statistics are being gathered:
       i. WiFi System health and stability
       ii. Performance
       iii. Connection speeds

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