

# Fast and free WiFi: Liverpool Street station's latest upgrade during the pandemic

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Passengers at Liverpool Street can now get free and unlimited WiFi that is fast enough to support video calls and streaming. The installation of the WiFi is the latest in a series of upgrades that have been delivered by the station team over the last year, while many passengers have been away.

Making use of the latest technology, the WiFi can offer unlimited browsing, seamless connectivity and single sign-on at all Network Rail stations where the new system is installed. So far, these stations are Bristol Temple Meads, Liverpool Lime Street, Paddington, Victoria, Euston, Waterloo, King's Cross and London Bridge, and the plan is for all Network Rail major stations to have the WiFi by the end of 2021.

Liverpool Street's WiFi has been installed at a time when passengers are gradually returning to the railway following the easing of restrictions, and those who haven't visited in a while will also notice many other improvements that have been made during the pandemic.

Over the last year, the station's upgrade programme has included several projects to help make people's journeys as comfortable and stress-free as possible, including:

- New sustainably-sourced seats with charging points, almost doubling seating capacity
- New easy-to-use cycle racks, increasing capacity for bikes at the station by 25%
- Completely refurbished toilets with cutting-edge interior design and touchless flushes, taps, soap dispensers and hand dryers
- New entrance matting, providing a warmer and safer welcome
- Giant interactive screens, giving passengers better information at their fingertips
- New customer information point, with Greater Anglia staff on hand to help

In recent weeks, Greater Anglia has worked in partnership with Network Rail to add more ticket gates with better accessibility to platforms 11-17, helping to make everyone's journey through the station quicker, easier and less crowded.

TfL Rail has also extended platforms 16 and 17 to allow longer, nine-car Elizabeth line trains to run into the station.

In the near future, passengers can look forward to the opening of the renovated seating area on the upper balcony with new charging points and space to work, as well as the completion of a project to make the station's escalators more flexible and reliable.

In the coming months, the accessible toilets will be completely refurbished and the two main retail areas will be transformed to provide an improved shopping experience.

Rigorous cleaning procedures remain in place so that passengers can travel with confidence, with hand sanitiser, face masks, hand gel and wipes all available on the concourse.

Oliver Ross, Network Rail Anglia head of route stations, said: "Fast, free and unlimited WiFi will make a big impact for our Liverpool Street passengers, enabling them to make the most of their time with us, whether they are working or relaxing.

"While the station has been quieter, our team has been delivering a host of projects to improve people's journeys, in close collaboration with our partners, contractors and suppliers.

"We'd like to thank passengers for their patience during the works and we look forward to welcoming back our returning customers so that they can experience the upgrades for themselves."

*Photo credit: Network Rail*