

Shinkansen Free Wi-Fi service begins on Shinkansen trains

Shinkansen Free Wi-Fi is to be provided as a joint service of our three companies on Tokaido, Sanyo, and Kyushu Shinkansen operating in our combined service areas.

1. Service Description

(1) Name

Shinkansen Free Wi-Fi (SSID: Shinkansen_Free_Wi-Fi)

(2) Usage Method

Anyone can utilize this service free of charge if they carry out the authentication via email address registration or SNS.

Note: In the event of a major natural disaster, the Internet can be used by anyone without needing to register beforehand.

2. Service Start Date

- This service is to be gradually introduced from July 25, 2018 onward on cars where the necessary equipment has been installed.
- The Shinkansen Free Wi-Fi sticker will be displayed in cars where the service can be used.
- Plans are for Shinkansen Free Wi-Fi to be usable on all Tokaido, Sanyo, and Kyushu Shinkansen by March 2020.



Shinkansen Free Wi-Fi
sticker

<Service Precautions>

- Depending on the type of Wi-Fi device being used and the number of customers accessing the service, the communication speed may be slow or it may become difficult to connect.
- So that many customers can share the limited communication capacity, operations such as OS updates and application downloads may be restricted.
- Since this service is provided using cellphone signals, it may not be usable in certain environments depending on the cellphone signal status. On the Kyushu Shinkansen, it will not be usable in tunnels between Shin-Yatsushiro Station and Kagoshima-Chuo Station (as of June 29, 2018) and in places without cellphone signal access.