



Wi-Fi Service Frequently Asked Questions

As the first step in launching a new mobile fare collection system in the future, the Memphis Area Transit Authority (MATA) is installing Wi-Fi service on all its vehicles effective December 23, 2019. The following are key questions and answers to help customers understand the benefits of the new Wi-Fi service. For additional information, customers are encouraged to call MATA Customer Service at 274.MATA (6282).

What is the name of the new Wi-Fi network?

The new Wi-Fi network on all MATA vehicles is called Go901.

What is Go901?

It is a **free** Wi-Fi service for all MATA customers. The main purpose for the new Wi-Fi service is for customers to be able to use the **new mobile fare collection system** that will be rolled out in the future. However, customers can use the Go901 Wi-Fi for:

- general web browsing,
- checking emails
- using social media.

Go901 Wi-Fi **cannot** be used for:

- downloading large files
- video streaming content (i.e. Amazon Prime Video, Netflix, YouTube, etc.)
- viewing inappropriate content

Where can I use the Go901 Wi-Fi?

It is currently available on all vehicles (traveling on all routes) in the MATA fleet. This means that you can access on all fixed-route buses, paratransit vehicles and Trolley cars.

How fast is the Go Wi-Fi service?

The technology used onboard MATA vehicles is the same as the technology used to power mobile phones for Internet access. Speeds may vary.

Is Wi-Fi offered at the three MATA Transit Centers?

MATA has offered free Wi-Fi at its three Transit Centers for more than a year. That service will continue.

Is the Go901 Wi-Fi service on MATA vehicles secure?

The Wi-Fi service onboard MATA vehicles are shared among all customers. The service – like most free Wi-Fi services – utilizes an unsecured communications channel that everyone can use without a password. As with any other Wi-Fi service that is unsecured, customers should be careful performing confidential transactions (i.e. financial, etc.) over an unsecured Wi-Fi channel.

How do I connect with the Go901 Wi-Fi service?

1. Please make sure the device connecting to Wi-Fi is wirelessly enabled.
2. Click Settings and search for available wireless networks.
3. Select Go901.
4. Read the terms and conditions. If you agree, click “accept.”
5. Begin using Go901 Wi-Fi.

If I have an issue connecting with the service, who should I ask for assistance?

If you have trouble connecting with the Go901 Wi-Fi service, please call the MATA Customer Service team at 274.MATA (6282). Please do not ask MATA bus or Trolley operators for assistance. They are focused on driving so that customers can reach their destination safely.