

Tweet the Manager

Alan Riley, Head of On Board Service

22 February 2016

1700 - 1800

You asked #ttmalan	#ttmalan said
@chilternrailway #ttmalan Can we actually have WiFi on the forgotten #Aylesbury line?	We're investigating the possibility of having WIFI on all our services. Should have an update on this soon. #ttmalan
@chilternrailway #ttmalan As for catering what's that, some trains have FOOD, such luxury is it like the ambassadors reception?	We offer catering on our longer distance services. We balance against journey times, the demand on board & the availability of catering at our stations. #ttmalan
@chilternrailway Not a complaint by any means, but will the 20MB un-restricted limit be extended any time soon? #ttmalan	Yes, we are working on this at present. We will be increasing this however, we are ensuring we increase to an amount that enables extra MB, speed & reliability for all users. Expect an increase by mid 2016. #ttmalan
@chilternrailway Thanks for your answer. Will the WiFi service you provide still remain free of charge after these changes?	#ttmalan Yes, our WiFi will still be free.
@chilternrailway #ttmalan on ambience trains are looking tired, and chance of a refurb, can we have big Quiet Zone stickers.	we have recently refurbished one fleet & this will be followed with further refurbishments - I'll certainly take a look at your comments in reference to the quiet zone. #ttmalan
@chilternrailway #ttmalan I do welcome the coming repairs at #Aylesbury station, can you keep customers actually informed.	Understand you are in contact with station manager about this and he has raised it. #ttmalan
@chilternrailway why is the quiet coach on the mainline trains right next to the big loud locomotive? #ttmalan	It was to give it a consistent position within the train formation to make it easy to find & board. We have the Business Zone at one end and the Quiet Zone at the other. #ttmalan
@chilternrailway #ttmalan Do you plan to introduce secure connection methods like 802.1X on train WiFi?	Speaking to our supplier about this. #ttmalan
@chilternrailway #ttmalan I'd love to see locally stored entertainment accessible from the train WiFi. Would be nice if technically possible	We are looking at this. It is possible, so watch this space! #ttmalan
@chilternrailway #ttmalan Any plans for WiFi on commuter services? Would make a huge difference after recent problems	Looking at doing just this & should have an update soon. #ttmalan
@chilternrailway are there plans to roll out wifi onto the 172s and 165s? #ttmalan	We're looking at this. Should have update soon. #ttmalan

@ chilternrailway starting a 1st class 7 day all line rail rover next Monday, is that valid in business class on the mainline services ? Alan	Yes it will be. #ttmalan
#ttmalan Any plans to electrify the route or invest in a new fleet of trains?	Network Rail haven't announced any dates to electrify our route. We have recently procured rolling stock that has & continues to be released into service
@ chilternrailway I would happily travel on a train without wifi if it ensured cheaper tickets. What do you reckon Alan?	WiFi is complimentary & not part of the ticket price. If you want cheaper tickets, I'd recommend booking in advance. #ttmalan
@ chilternrailway Why can't Aylesbury services have wifi and table seating like Bicester which is a similar distance from London? #ttmalan	Looking into this at the moment. Should have update on this soon. #ttmalan
@ chilternrailway #ttmalan Could u tell what which phone network has best service along your route? O2 or 3 or is it best 2 use your WiFi?	We don't test all, from the operators we do test, EE is the strongest. #ttmalan