**Date issued:** 13 December 2022

**Freedom of Information Request**

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**You asked for the following information:**

*As you will see from the attached I had valid tickets for the journey which we were unable to use due to lack of mobile signal at the station. This does raise the question regarding the merit of an e-ticket system when the e-tickets prove to be totally useless!  Can I ask how much public money was spent on upgrading Newport Station and on introducing this e-ticket system and why it was not considered necessary to ensure that a reliable mobile signal would also be available?*

*Given that I had to purchase a second set of tickets for the journey, and consequently missed our train to Cardiff so arrived late for our appointment, would you not agree that the service I received is well below satisfactory?*

**Having reviewed your questions, we are able to provide the following information:**

We do not hold the information you requested in regard to the costs of upgrading Newport Station. This project was undertaken by Network Rail and completed in 2010, several years prior to Transport for Wales existing. However, there are several articles online regarding the Newport upgrade including the one at the link below. This article suggests that the project cost in the region of £20m. We suggest you contact Network Rail for the precise figure ([Freedom of information (FOI) - Network Rail](https://www.networkrail.co.uk/who-we-are/transparency-and-ethics/freedom-of-information-foi/))

<https://www.railway-technology.com/projects/newportstationupgrad/>

As for eTickets, there is no need for a Wi-Fi signal. These are sent in an e-mail to the customer and can be open as a PDF or can be saved in the mobile phone wallet. Mobile barcode fulfilment is a national standard so not unique to TfW. Details on mobile barcode tickets are available from the National Rail website: [https://www.nationalrail.co.uk/times\_fares/ticket\_types/218425.aspx](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.nationalrail.co.uk%2Ftimes_fares%2Fticket_types%2F218425.aspx&data=05%7C01%7Cfreedomofinformation%40tfw.wales%7Ce81b89ba18f64318bb7408dad764f20e%7C87dcd024301948269956ba76b2a04ff4%7C0%7C0%7C638059125813035029%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=e50sgNOXbXUma%2FqEMFk30pufjbcc%2ByA2SA0isHMKBiQ%3D&reserved=0)

Graphical user interface, text, application

Description automatically generated

Wi-Fi at Newport should be available [https://tfw.wales/ways-to-travel/rail/travel-information/free-wifi](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftfw.wales%2Fways-to-travel%2Frail%2Ftravel-information%2Ffree-wifi&data=05%7C01%7Cfreedomofinformation%40tfw.wales%7Ce81b89ba18f64318bb7408dad764f20e%7C87dcd024301948269956ba76b2a04ff4%7C0%7C0%7C638059125813191244%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=DVH8b1NIGF4MsHMKk4pn96G%2BbOGRAxj93DFxVPPZ24Y%3D&reserved=0)

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or [freedomofinformation@tfw.wales](mailto:freedomofinformation@tfw.wales). Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".