



ipstar*



Community Wi-Fi

Powered by nbn™ Sky Muster™

Keeping you connected with the Community Wi-Fi service

We would like to offer you the ability to easily connect to the internet through our temporary Community Wi-Fi service.

How to connect

Through the community Wi-Fi, you and your community can connect to the Internet via Wi-Fi with any smartphone, tablet, laptop or computer.

This service will be accessible inside and outside, within approximately 100 metres of the location of the Sky Muster™ satellite service.

To connect:

1. Open the Wi-Fi setting in your device
2. Select the network named “IPStar nbn Community WiFi” (No password is required)
3. When the Welcome web-page appears, click “Get Online” and then “Continue”
4. You should now be connected to the internet

Need our technical support?

Please call the Community Wi-Fi Support Team on **1300 197 865**.

Important things to know

Performance of Community Wi-Fi

This Community Wi-Fi is designed to allow you and your community to access the internet temporarily. The performance and range of the Community Wi-Fi may be impacted by several factors including:

- Total loss of power
- Distance from the installed Wi-Fi equipment
- Environmental factors such as heavy rain, heavy dust or something else blocking the installed satellite and Wi-Fi equipment

Usage

This service does support access to video streaming, however, if multiple users try to use video streaming services, such as Netflix at the same time, the Community Wi-Fi and connection may slow down.

The service may be subject to data usage restrictions and other limitations.

Your use of this service may also be subject to Terms and Conditions (T&Cs) from the phone and internet service provider supplying the service to your community.

Your privacy

When contacting **nbn** on the 1300 number above, you may be asked to provide us with your name and phone number. We collect these details in order to contact you if required, for the purpose of fixing your issue. **nbn** may pass your personal information to third parties, some of who are located or operate outside of Australia, for the purpose of fixing your issue. To learn more about how **nbn** handles your personal information or to make an enquiry or complaint, please see our Privacy Policy at www.nbnco.com.au/privacy. Please be aware that the support phone number, and all related enquiries will be managed by an external provider on behalf of a phone and internet provider.

Installed equipment

The following equipment is owned or leased by **nbn** and has been installed to provide the Community Wi-Fi:

- An **nbn**™ Sky Muster™ satellite terminal
- Wi-Fi equipment
- A small back-up power supply

The installed equipment will require reliable 240V AC power which must be supplied by the community. The small back-up power supply will only allow the installed equipment to operate for approximately 15 minutes without mains power.

Service provider

This Community Wi-Fi Service is provided over the **nbn**™ network by the Retail Service Provider, IPStar.

We would like to acknowledge the Traditional Custodians of the land and pay our respects to the Elders both past, present and future for they hold the memories, the traditions, the culture and hopes of Indigenous Australia.

