Aurukun Community Wi-Fi

This Community Wi-Fi service is provided over the **nbn**™ network by a phone and internet provider.

How to use the Community Wi-Fi service

1. Connect to the **Aurukun_WiFi** Wi-Fi network

← Wi-Fi   OFF **ON**   ⋮
WI-FI NETWORKS
🛜 **Aurukun_WiFi**

2. Open your internet browser

3. Check the box to accept the Terms, then click '**Start browsing**'. If the page doesn't load automatically, go to **https://communitywifi.net.au**

☐ **I agree to the portal terms and conditions**

Start Browsing

How to view terms and conditions

Follow steps 1 & 2 above. Then click 'Terms & Conditions'.

Welcome to Aurukun WiFi Service

Terms and Conditions

For support, call 1800 18 18 12.

Your privacy
We understand that your privacy is important to you, and we value your trust. That's why we protect your personal information and aim to be clear and open about what we do with it. More information can be found by visiting our Privacy Policy at www.nbnco.com.au/privacy. A hardcopy of the Privacy Policy is also available on request from the Community Wi-Fi support person, or alternatively you can call our support line for more information on 1800 18 18 12. Please be aware that the support phone number, and all related enquiries will be managed by an external provider on behalf of the phone and internet provider.

Community Wi-Fi– Frequently asked questions

What is the Community Wi-Fi service?

The Community Wi-Fi service provides access to wireless internet (Wi-Fi) for any member of the general public, and is made available via hotspots.

The Wi-Fi is designed to cover the outdoor spaces across the whole of the community and there will also be some community buildings that can be nominated to have an internal Wi-Fi connection.

Members of your community will log into the Community Wi-Fi portal on their devices (phone, tablet, laptop) and will be able to browse the web. For the community's safety, certain sites will be blocked, and the community leaders may choose to have the Wi-Fi off at specific times of day.

How does Community Wi-Fi work?

Community Wi-Fi is intended for community use and benefit. It is not designed for individuals to do video streaming (like Netflix etc) and other data-hungry activities (like gaming software updates etc). Speeds on those types of activities may be shaped (slowed down).

The community has a limited amount of metered data allowance for use each month. Many everyday activities (like Wi-Fi or video calling, streaming audio, internet gaming, emailing, internet browsing and online banking etc) are unmetered and do not count towards the metered data allowance.

All online activities accessed via a Virtual Private Network (VPN) are metered. Streaming or downloading video,

including from sites like YouTube and Netflix are also metered (but excluding embedded video content on certain social media platforms like Facebook, Twitter, Instagram, Snapchat, Tumblr and LinkedIn).

If video streaming and Virtual Private Network use exceed the community's monthly metered data allowance, speeds will be shaped (slowed down) for everyone trying to do those metered activities on the Community Wi-Fi.

Other uses may also be shaped (slowed down in speed) from time to time at **nbn**'s discretion, e.g. peer-to-peer (where two computers operated by separate individuals can share information and files directly), traffic, uploads and downloads to Cloud storage platforms, PC and smartphone operating system updates, software/ application updates, gaming software updates and any internet activity related to applications which **nbn** cannot identify.

Speeds will not usually be shaped (slowed) for other types of unmetered activities.

Exclusions and fair use conditions apply. For further details on fair use conditions, contact your community's phone and internet provider.

Visit nbn.com.au/skymuster-plus for more information.

Who can use the Wi-Fi system and data?

Anyone. It is a public service that anyone who lives in or visits the community, and is within the coverage of the Community Wi-Fi service, is allowed to access and use. Note that your experience, including the speeds actually achieved over the **nbn**™ network, depend on a range of factors outside of **nbn**'s control, including whether you are using the internet during busy periods, your equipment quality, software and signal reception.

Where can I get help using the Community Wi-Fi?

Speak to your Community Wi-Fi support person if you're having any issues using the Community Wi-Fi. Alternatively, you can ask other people in the community who use the Wi-Fi or call the helpdesk on 1800 18 18 12.

Why doesn't the Community Wi-Fi work in my house?

The Wi-Fi is designed to cover the outdoor spaces across the whole of the community and there will also be some community buildings that can be nominated to have an internal Wi-Fi connection. It may not work well in your house as the walls and roof can block the signal. Note that your experience, including the speeds actually achieved over the **nbn**™ network, depend on a range of factors outside of **nbn**'s control, including whether you are using the internet during busy periods, your equipment quality, software and signal reception.

Why are some websites blocked?

The Community Wi-Fi is a public service provided by a phone and internet provider over the **nbn**™ network. For the community's safety, a content filtering policy is in place as agreed with community leaders meaning access to certain websites may be restricted.

Why does my community's data run out quickly?

Some activities use more data than others. As a rough guide, downloading or streaming videos (i.e. YouTube or Netflix) will use data faster than sending emails or doing online banking. Downloading or streaming videos and any online activity accessed via a Virtual Private Network count towards your community's monthly metered data allowance and will be shaped (slowed) when this allowance is reached.

Activities such as sending emails, Wi-Fi/video calling and doing online banking are unmetered (they do not count towards your community's monthly metered data allowance) and are not generally shaped (slowed down) by **nbn**, even if the data allowance is exceeded.

Some activities will from time to time, and at certain times at **nbn**'s discretion, will be shaped (slowed down in speed). These include peer-to-peer traffic, uploads and downloads to cloud storage platforms, PC and smartphone operating system updates, software/application updates, gaming software updates and any internet activity related to applications which **nbn** cannot identify.

What nbn™ technology powers the Community Wi-Fi service and how does it work?

The Community Wi-Fi is offered by a phone and internet provider on the **nbn**™ Sky Muster™ Plus satellite technology. Visit nbn.com.au/skymuster-plus for more information on how the **nbn**™ Sky Muster™ Plus satellite service works.

What is Wi-Fi calling and how can community members use it?

Some newer phones have a function called 'Wi-Fi Calling' which allows you to make calls directly from the phone the same way you would when connected to a mobile network. Not all phones allow Wi-Fi Calling. If your phone allows Wi-Fi Calling, your phone must have the latest updates installed. The list of phones which support Wi-Fi

Calling can be found on your mobile provider's website and may include:

• Apple iPhone 6 onwards, Apple Watch 3 onwards

• Samsung Galaxy devices, S7 onwards, Note 5 onwards

• Google Pixel 2 devices onwards

• LG devices G6 onwards

It is recommended to check with your phone and internet provider to confirm if your phone will work with Wi-Fi calling. Note: Your provider may charge for Wi-Fi calls as per your mobile plan.
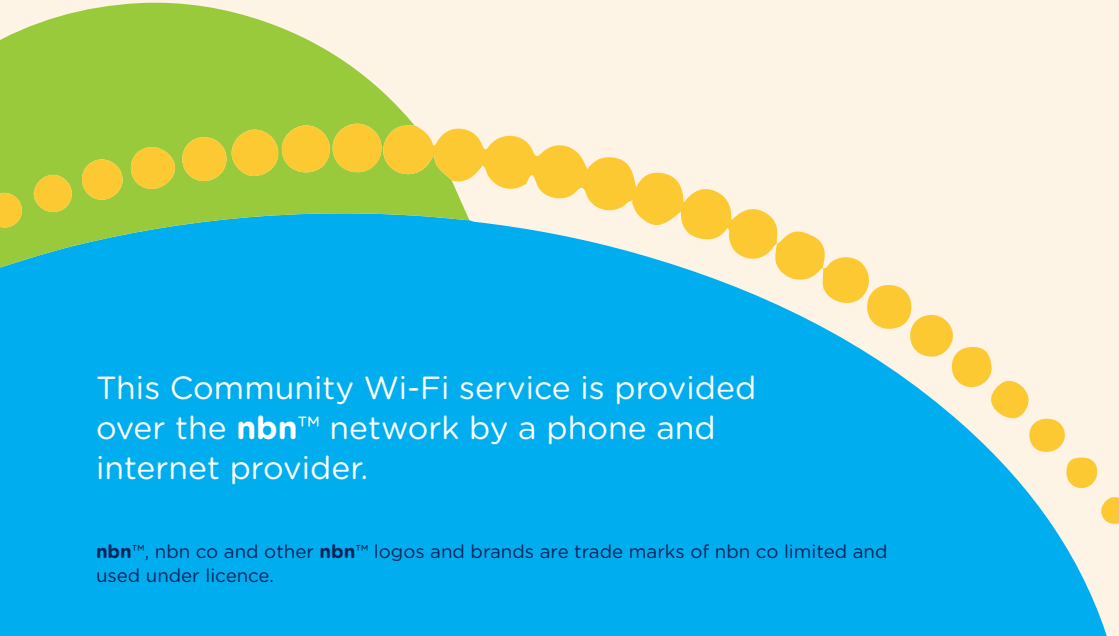
Where can I find out more about how nbn handles my personal information or make an enquiry or complaint?

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