



nbn® STAND Community Wi-Fi Service FAQ

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 Owner: General Manager, Fixed Wireless and Satellite Operations and Governance

Audience: Site Contacts/Authorised Council Contacts

This document contains answers to the most frequently asked questions related to the operation of an nbn® STAND Community Wi-Fi Service (which is provided under the Sky Muster Plus Community Wi-Fi Product Module) at nominated evacuation centres and emergency services locations under the federal Strengthening Telecommunications Against Natural Disasters (STAND) programme in partnership with Retail Service Providers.

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If you are at a Business Satellite Service (BSS) site, please refer to the *nbn® STAND Business Satellite Service (BSS) FAQ v1* document.

General Questions

How do I receive support for the site?

For any questions relating to your nbn® STAND Community Wi-Fi Service please contact **1300 626 267**. This number is available 24 hours a day, 7 days a week.

Is my site Business Satellite Service (BSS) or Community Wi-Fi?

When calling the **1300 626 267** you will be asked if your site is a BSS site (Business Satellite Service) or a Community Wi-Fi site. This can be identified by checking if your installation looks like the image to the left which is ‘BSS STAND’ or one of the images to the right which are ‘Community Wi-Fi’. Discussion with your onsite IT personnel may be required but if unsure, choose the Community Wi-Fi option. To identify, refer to the examples of the three installation types below:

BSS Equipment	Community Wi-Fi Equipment	
	Standard Site Equipment	Large Site Equipment



Does the system need to be powered on at all times?

Yes. It is critical for the system to be powered on at all times to enable **nbn** to support your device and ensure it is operational in a disaster or an emergency event. By default, the installations are remotely monitored which can only occur while powered on. For large sites, it is important that the equipment is switched on at all times to ensure the battery is maintained and ready for any power outage. Some exceptions (E.g. Relocation of equipment) may apply with coordination by calling the support number at **1300 626 267**.

Do I need to contact **nbn** to activate the site during a ‘Disaster’ or ‘Emergency’ event?

No, once your site has been activated it remains ready to use, and you do not need to separately activate the site during a ‘Disaster’ or ‘Emergency’ event. If there are any issues connecting to the Wi-Fi service, please contact the support number on **1300 626 267**.

What support information is available at the site?

Details on how to connect a device to the Wi-Fi service and the 1300 support number will be available via an A3 poster provided to every **nbn**® STAND Community Wi-Fi Service site.

How many people can access the **nbn**® STAND Community Wi-Fi Service concurrently?

Standard sites are optimised for 40 concurrent users, and for Large sites, optimised for 100 concurrent users (Refer to images on page 1). The service will not be subject to network prioritisation during emergency events. The [nbn Fair Use Policy](#), available on demand, applies at all times.

What download and upload speeds can I expect on the **nbn**® STAND Community Wi-Fi Service?

There is no speed cap on individual users; however, as access is shared across all users at the site, user experience will vary based on system utilisation. The service is capable of wholesale connection speeds of up to 25Mbps download and 5Mbps upload.*

**Speeds will vary based on type or source of content being accessed, peak usage times, weather conditions, and the strength of connection at your site.*

Is the **nbn**® STAND Community Wi-Fi Service available to the public?

The **nbn**® STAND Community Wi-Fi service will be available to people within close range of the Wi-Fi signal and by agreeing to the terms and conditions of the **nbn**® STAND Community Wi-Fi Service upon sign on. This is irrespective of whether there is an active emergency or disaster event, or if the customer is physically within the premises.

Are there any limitations on websites that can be accessed from Wi-Fi Services?

Content filtering is applied to sites by default at a Moderate setting. This prevents access to inappropriate websites and applications.

When I connect to Wi-Fi on my device the “Welcome page” does not appear, what do I do?

This can occur due to ‘ad block’ or ‘pop up block’ configurations or lack of HTTPS support on your device. If issues persist or you are unsure on how to proceed, contact your local IT support or the support number on **1300 626 267**.

System Faults

What happens in case of a system power outage, equipment damage, or other faults with the equipment or service?

If you have any questions or need to report a fault, contact the support number on **1300 626 267**. Please take into consideration your STAND site configuration, local power conditions, and other equipment at the locality.



If there is a physical issue with the system, how long will it take to repair?

Resolution times may vary based on multiple factors. Contact the support number on **1300 626 267** to organise an appointment.

What should I do if the supplied system causes damage to the building?

Our **nbn**® technicians are required to be accredited and will take all necessary care and precaution carrying out the installation of this equipment. However, in the event any damage is caused to the building or site as a result of the **nbn**® STAND Community Wi-Fi service, please contact the support number at **1300 626 267**.

If the mains power has been interrupted, can the **nbn® supplied equipment operate on a portable generator?**

Yes. Although not required, a backup power generator is recommended to be available on site in the event of an emergency or disaster to ensure operational continuity of the service.

Can the satellite equipment interfere with other radio equipment (E.g. Wi-Fi) already installed at my premises?

No. Under standard operation the satellite service will not interfere with other radio equipment.

Ongoing Management of Equipment

The equipment needs to be moved to a new building or removed/moved during renovations; how do I organise this?

If the installed equipment needs to be moved this can be done by contacting support at **1300 626 267** to discuss your situation. All potential costs related to moving equipment is the responsibility of the site.

The contacts at the site have changed, do I need to notify **nbn?**

Yes. In the event that the Primary, Secondary, or Regional contact needs to be changed, this can be done by contacting support at **1300 626 267**.

The site name, address, or latitude/longitude is incorrect, how do I update this?

In the event that any addressing details around your site needs to be corrected, this can be done by contacting support at **1300 626 267**.

Who pays for the power to support the **nbn® supplied equipment?**

Both the satellite dish and **nbn**® connection box are the property of **nbn**, but the site owner is responsible for power costs while it's operating on the premises.

How will **nbn support its infrastructure during a 'Disaster' or 'Emergency' event?**

nbn has an Emergency Management Team that coordinates with state/territory emergency management organisations to restore **nbn**® network services as soon as access is available.

How does **nbn maintain the equipment?**

In the event of a user reported or remotely identified fault, we will arrange for an **nbn**® technician to contact you and organise a suitable date to visit your premises. This will be coordinated with site contacts as appropriate. If you are experiencing any faults at the site, please call the support number at **1300 626 267**. Network updates to equipment will be automatically applied without user intervention required. An **nbn**® technician will contact you if any action is required.



Who is responsible for the costs associated with the nbn® supplied equipment, the installation work, and the maintenance?

There is no cost incurred for the **nbn**® supplied equipment, services, and maintenance (with the exception of power costs) while the service is being provided.