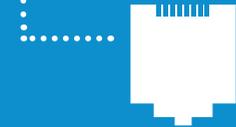


### How to connect



1. Connect a data cable from your device into the wall socket in your room.



2. Open your web browser and try go to any website. The BigAir portal will appear. Click 'new account' to register.



3. Click on 'make payments' to select one of our plans. After purchasing a plan, click the 'connect' button to go online.

### Prices



#### Plans

Light 2	2GB	\$19.95
Turbo 60	60GB	\$49.95
Turbo 120	120GB	\$59.95
Turbo 250	250GB	\$69.95
Turbo 500	500GB	\$89.95
Turbo 750	750GB	\$109.95

Once-off set up fee **\$49**

- No long-term contracts
- When data runs out, your internet speed will be shaped to less than 256kbps.
- Data add-ons can unshape your speed and will roll-over until the end of the next month.

### Need help?



Chat to us **online** via the BigAir portal.



Call us **24/7**  
**1300 739 822**



Create a **support ticket** using your BigAir portal.



# Important info

## How do I pay?

You can pay using a VISA card, MasterCard or PayPal account (if you wish to use bank transfers).

All payments are prepaid. There are no fixed-term contracts and no excess usage fees.

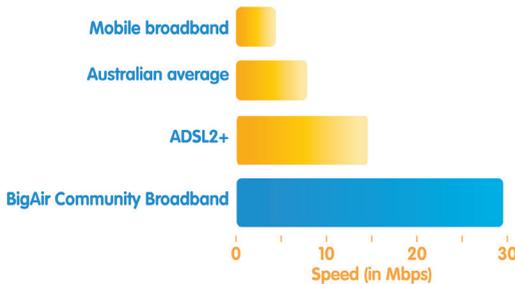
You can also choose to have your payment automatically charged to your nominated card by selecting the option available from the "Pay with CC" screen.

## How fast is the internet?

We guarantee a minimum speed of 1Mbps download and 256kbps upload, but speeds will be much higher depending on your location - up to 100Mbps at some locations!

If you use all of your data, your speed will be shaped to less than 256kbps, for both downloads and uploads.

Average internet speeds in Australia



## What is data?

Data is what you download when you view or save anything over the internet. We measure downloaded/uploaded data in Gigabytes (GB).

If you are shaped to a slower speed and want to go back to full speed internet, data add-ons may be available for purchase depending on your location. Please check the pricing plans on the log-in portal for more information.

## Do you provide Wi-Fi?

We provide wireless access at many of our locations. Look out for the "BigAir" wireless network or Wi-Fi signs at your residence.

If you cannot see any wireless networks, do not worry, we are working hard to provide coverage to all BigAir locations soon.

## Can I use a router for my own devices?

Yes, **BUT** you must meet the following guidelines or else a router will not work:

You must:

- 1) Have a data socket in your wall;
- 2) Only use a "wireless or wired router." **DO NOT** use an ADSL modem or modem router. These products will not work with our service.
- 3) Set up your router correctly on our network (see below). BigAir recommends contacting the router manufacturer for any assistance with router configurations. **BigAir is unable to provide direct support for routers.**

**Please note** that we will suspend users that are caught interfering with the local network or sharing internet with multiple users as per our Acceptable Use Policy (AUP), which can be found on the portal page.

## What settings should I use to connect my router, games console or other fancy internet device?

The easiest way to set up one of these devices is to enable "router login" (PPPoE) from your BigAir portal.

Head into "change my details" and change "router login" to "yes."

Now go into your device's network settings and enable PPPoE connectivity, then use your BigAir username and password to connect. That's it!

Now you can enjoy direct and automatic internet connectivity for your router or games console!

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