Free Darebin Wi-Fi service: Frequently Asked Questions (FAQ)

1. What is Wi-Fi?
A Wi-Fi connection uses wireless radio signals to transmit data between an Access Point to your Wi-Fi-enabled devices. Wi-Fi allows you to connect to the network without using physical cables.

2. What is the Free Darebin Wi-Fi service?
The Free Darebin Wi-Fi service is an initiative by the Darebin City Council to provide free internet connectivity to the general public and businesses in the main shopping strips of Preston, Reservoir and Fairfield. It has also been operating in High Street Northcote and Westgarth since October 2013. Apart from benefitting the local residents in the form of increasing ICT literacy and reducing digital isolation, it will also enhance visitor experience which will benefit local businesses. There may also be opportunities for local businesses to promote themselves using the service.

3. Where can I access the Free Darebin Wi-Fi service?
The Darebin Council has currently made the Free Darebin Wi-Fi Service available across a number of commercial precincts including:

- High Street Preston from Bell Street in the South to Pender Street in the North

- Edwardes Street Reservoir from Compton Street in the West to Spring Street in the East

- Spring Street Reservoir from Cleeland Street in the South to Kenilworth Street in the North

- Broadway Reservoir from High Street in the West to Dennis Street in the East

- Station Street Fairfield from Mitchell Street in the North to Wingrove Street in the South

- High Street Northcote from Separation Street in the North to Clarke Street in the South

- High Street Westgarth from Union Street in the North to Westgarth Street in the South

The Council may look to extend the Free Darebin Wi-Fi service to other areas in the future.

4. Is the Free Darebin Wi-Fi service really free?
The Free Darebin Wi-Fi service is made available to the general public by the Darebin City Council and is completely free.

5. When is the Free Darebin Wi-Fi service available?
The Free Darebin Wi-Fi service is generally available 7 days a week between 5am and 2am the following day. However, there may be occasional downtime during those hours to perform scheduled maintenance and upgrades to ensure you have a consistently great user experience.

6. How do I access the Free Darebin Wi-Fi service?

    a. Go to "Settings" on your device or tablet and select "Wi-Fi"

    b. The option "Free Darebin Wi-Fi" should appear, click this and select "Connect"

    c. Select your Internet Browser or click on the "Sign in to Wi-Fi" notification when prompted, this will direct you to a portal

    d. Accept the terms and conditions within the portal

    e. You are now free to enjoy our Wi-Fi service

7. Do I need a password to get on?

No password is required to access the Darebin Free Wi-Fi service. However, you will need to accept the Terms and Conditions in the access portal to connect to the internet.

8. Are there any time and download restrictions?

There is a time limit of 1 hour per internet session, but no limit on the amount of data downloaded, however, this service is subject to "Fair Use Policy". Additional traffic management mechanisms may be applied to manage user experience.

9. Can I access any internet content on the Free Darebin Wi-Fi service?

This service does not allow you unrestricted access to the Internet. Certain services like Torrent servers and files, and other content will be limited or unavailable to you. You may not use this service to download or upload any illegal or obscene material, nor for any illegal purpose, nor to interfere with any other user.

10. Can I get the Free Darebin Wi-Fi service at home or inside my business?

The Free Darebin Wi-Fi service is designed for use in the public areas of selected commercial precincts. However, the Wi-Fi signal may be available inside certain residential and business premises located within these precincts. While general use within the home and businesses is permitted where available, it is not meant as a direct substitute to the regular or primary internet service you have in the home or office.

11. Is the Free Darebin Wi-Fi service safe and secure to use?

While the Darebin City Council has applied specific network security measures to ensure the service is safe and secure, there is always the chance of encountering malicious attacks and harmful viruses. It is entirely your responsibility for the security and protection of your data and of your device. Such protection may include anti-virus software and personal firewalls installed on the device. There is no guarantee of confidentiality of any information transmitted via the Free Darebin Wi-Fi service, nor of freedom from virus or other malware.

12. Are there any adverse health effects associated with Wi-Fi?

According to the Australian Radiation Protection and Nuclear Safety Agency (ARPANSA), there is no scientific evidence that the low exposure to Wi-Fi has any adverse effects on the health of children or the general public. For more information, please refer to the [ARPANSA fact sheet](#).

The Wi-Fi access points and equipment used by the Free Darebin Wi-Fi service is fully compliant with the Radio communications (Electromagnetic Radiation — Human Exposure) Standard 2014.

13. What do I do if the Free Darebin Wi-Fi service doesn't work?
If you encounter issues that you cannot resolve yourself with regards to the Free Darebin Wi-Fi service, please contact our Wi-Fi solutions providers:
- For Preston, Reservoir and Fairfield: Infrastructure Logic, email support@infrastructurelogic.net.au or via phone 0418 501 125.
- For Northcote and Westgarth: Easyweb Digital, email support@easywebdigital.com or phone 1300 135 249.

14. I am a business and I would like to promote the fact that customers can access Free   Wi-Fi outside my premises and in the nearby area.
Contact the Economic Development team at Darebin City Council on 8470 8344 and they will provide you with window decals and promotional postcards that have basic instructions on them of how to access Free Wi-Fi.

For more information please contact Business Development on 8470 8344 or email business@darebin.vic.gov.au