

Your guide to the internet



Prices

Coût Kosten 成本 的成本 연결

At **urbanest**, you will receive either 5GB or 40GB every month as part of your room package.

If you'd like extra data, you can purchase a data add-on by clicking on "Make payments" in the portal. Any data add-on purchased will last up to 60 days before it expires or is used up.

1GB	\$5
10GB	\$22
30GB	\$40
50GB	\$60

All prices include GST



How to connect

Connexion Verbinden 连接 連接 가격

1. Connect to the wireless network called "**BigAir**" or connect a network cable to your nearest wall socket.
2. Open your internet browser and go to any website. You will be taken to the BigAir portal.
3. Log in with your room account provided below:

U:

P:

4. That's it! You can now click connect to go through to the internet or click "Make payments" if you need any extra data.



Support

L'assistance Hilfe 援助 提供援助 보조



1300 739 822



Create a ticket.

Click "create ticket" in the portal menu.



0416 907 398



Chat online.

Click "live chat" in the portal menu.



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Some useful information

Information Angaben 信息 資訊 정보

Payment

You can pay using a credit card, PayPal account or by purchasing a prepaid card at reception.

There are no set up costs, no fixed-term contracts and no excess usage fees.

How fast is it?

Speeds are not limited unless stated otherwise in the plan description.

We guarantee a minimum speed of 1Mbps/256kbps however attainable speeds will be much higher depending on your location.

If you use all your data up before your plan ends, you will be speed limited to 64kbps/64kbps for the remaining time left on your plan.

What is data?

On all our plans, data downloaded is measured and deducted from your account. Uploads are not charged.

If you require extra data, data add-ons may be available subject to your location. Please check the pricing plans on the log-in portal for more information.

Can I use my router?

Yes. Both wired and wireless routers are compatible. ADSL routers are NOT compatible and will not work correctly.

You must make sure your router is secured and that you know how to configure it.

Please note, we are unable to provide support for personal routers and we will disconnect it remotely if it interferes with the local network.

Free things!

Keep an eye on your portal and our Twitter and Facebook pages for fun events, free giveaways and competitions offered throughout the year.

You can visit facebook.com/BigAirCB or search the hashtag #BigAirCB to stay up-to-date.



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