BigAir Community Broadband

Internet for students, made easy.

Your BigAir internet service comes with these awesome features:

Wi-Fi in your room

24/7 phone support.

Super fast download speed.

No contracts, excess usage fees or nasty hidden things.

Bags dropped, laptop out, Wi-Fi on. Here's how to connect instantly:

Connect your wireless device to the '**BigAir**' Wi-Fi network.

Once connected, open the internet browser on your device and visit any website to launch the BigAir portal.

At the BigAir portal, click on '**New account**' to fill in your details and create your BigAir **username** and **password**.

After signing up for BigAir, click on '**Make payments**' to buy your internet package. You can now click '**Connect**' to browse the web.

Not working? We can help.

Frequently asked questions
Visit portal.bacb.com.au/faq for common answers to questions asked by our users.

Chat online to our team
In your BigAir portal, click on '**Live chat**' in the '**Account**' menu to chat to one of our support team members. You can also send us an email by clicking '**Need help?**' from the portal page.

Can't get online at all?
We're available to help 24 hours a day. Simply call **1300 739 822** for help.

Things you should know.

BigAir pre-paid plans
BigAir provides the following pre-paid plans through the BigAir portal where you can use Visa, MasterCard and PayPal to pay for any item.

All payments are pre-paid and there are no excess usage fees or contracts.

If you use all of the data before the plan expires, your speed will be slowed to 64kbps down/up until you purchase a pre-paid plan or data add-on.

The data you receive from any pre-paid plan will not roll over at the end of that time period.

Plan	Time	Data	Price
Freedom 1 Hour	1 hour	Unlimited	$5
Casual Weekly	1 week	3GB	$22
Monthly 10GB	1 month	10GB	$29
Monthly 30GB	1 month	40GB	$39
Monthly 50GB	1 month	50GB	$59

All prices are inc GST.

Data add-ons
Data add-ons provide you with a cost-effective and convenient way of 'topping up' your pre-paid download quota.

Any data add-on you buy will last until the end of the next month from the date of purchase.

For example if you buy a data add-on on the 8th of March the data would not expire until the 30th April.

Data	Price
5GB	$5
10GB	$10
25GB	$25

All prices are inc GST.

How much data do I need?
Here's a handy table that you can use to understand how much data you might need for different activities on the web:

Per month	5GB	10GB	40GB	50GB	80GB
Email	✓	✓	✓	✓	✓
Web browsing	✓	✓	✓	✓	✓
Facebook	✓	✓	✓	✓	✓
Online gaming	✗	✓	✓	✓	✓
Skype (video)	✗	✗	✓	✓	✓
Youtube	✗	✗	✗	✓	✓
Movies + TV	✗	✗	✗	✗	✓

How many devices can I connect at the same time?
Our service limits users to one device online, per account.

We understand that most tech savvy students want to use more than one device at a time, so below we've provided a guide on how to use a router to achieve this.

Please note: users are restricted from sharing their account with other residents.

How do I connect a router, games console or other wireless device?
The easiest way to set up one of these devices is through a wired or wireless router (not a modem).

Please note: BigAir are unable to provide phone support for any kind of router products. Please refer to the router manufacturer or documentation for assistance in configuring the router. Users without an ethernet socket available in their rooms will be unable to use most types of routers.

Setting up a router with BigAir
Assuming you have configured your router according to the manufacturers instructions, you must first enable '**Router login**' (PPPoE) from your BigAir portal.

To do this, go to your portal page and click '**Change my details**' then change '**Router login**' to '**Yes.**' Click '**Update**' to save this setting.

Now go into your router's internet or WAN settings and enable PPPoE connectivity, then enter your BigAir username and password in the fields provided.

Plug your data cable from your wall socket into the internet or WAN port of your router to allow it to connect.

Now you should be able to enjoy direct and automatic internet connectivity for your router and other personal internet devices.