Internet Services

Melbourne Showgrounds

Where events come alive

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Melbourne Showgrounds Internet Services

Melbourne Showgrounds has over 200 wireless access points that support delivering up to 1Gbps network speeds throughout the site. With the expertise of the Information Technologies (IT) team at Melbourne Showgrounds, we have implemented a range of wireless and wired internet plans to make it easy to choose the right service for your event.

Please review this document to determine the most suitable package for your needs, then complete and return the **order form** on page 5 to your Event Planner no later than 2 weeks prior to your event.

If the packages in this document are not suitable for your requirements, we can work with you to tailor a solution to serve your needs. Please reach out to your Event Planner for further assistance.

FREE WI-FI

At Melbourne Showgrounds we have over 200 Wi-Fi access points providing 1-day free Wi-Fi. This service is available all year round, either for use by your contractors, or patrons. Perfect for light internet browsing and checking emails.

How to: When you are onsite at Melbourne Showgrounds, use your device's Wi-Fi settings to login to '*Showgrounds Free Wi-Fi*', then accept the terms and conditions.

Note: *As this system uses a captive portal, it is unable to be used by devices that don't have a webpage capability. i.e. EFTPOS terminals.*

PRE-ARRANGED INTERNET PLANS

Melbourne Showgrounds has a wide range of wireless and hard line internet plans to suit the unique needs of each event. Pre-arranged plans must be ordered no later than two weeks prior to your event day.

Wireless Internet Plans

Private Wi-Fi networks recommended for use of EFTPOS terminals amongst other uses.

Type of Plan	Capacity	Speed	Daily Fee	Recommended For
Small	50 devices	50 Mb/s shared	$100	Ideal for small events sharing Wi-Fi across small groups
Medium	200 devices	100 Mb/s shared	$250	Provides higher bandwidth across more devices, ideal for large scale events
Large	400 devices	300 Mb/s shared	$600	Ideal for large events especially when providing internet across multiple pavilions is essential

Wired (Hard Line Only) Internet Plans

An internet hard line provides the most dependable connection for those that require high reliability.

Type of Plan	Hard Line	Speed	Setup Fee	Daily Fee	Recommended For
Small	1 Hard Line	50 Mb/s	$600	$80	A single PC use or to use own network infrastructure across multiple PCs
Medium	4 Hard Lines	200 Mb/s shared	$1700	$150	To connect multiple PCs or for AV displays

Wireless and Hard Line Combination Plans

For optimal reliability, we recommend using private Wi-Fi networks for EFTPOS terminals and other uses, while an internet hard line is ideal for those requiring the most dependable connection.

Type of Plan	Combination	Speed	Setup Fee	Daily Fee	Recommended For
Small	50 devices / 1 Hard Line	100 Mb/s shared / 50 Mb/s	$600	$100	Sharing Wi-Fi across small events and hard line for single/multiple PC use
Medium	200 devices / 4 Hard Lines	100 Mb/s shared / 200 Mb/s shared	$1700	$250	A higher bandwidth across more devices and connect multiple PCs or for AV displays

Plan Upgrades

Type of Upgrade	Setup Fee	Daily Fee	Recommended For
Increase Wi-Fi Capacity	N/A	$150	Provides additional 100 Devices and 100Mb/s on existing Wi-Fi
Increase Number of Hard Lines	$450 per line	N/A	Existing Mb/s hard line allocation to be shared

Order Form

Event Details	
Event Name	
Event Dates	
Stand Name & Number	
Contact Name	
Contact Mobile	
Contact Email Address	

Wireless Internet Plans	Plan Start Date	Plan End Date	Total Day/s
Small $100 Daily Fee			
Medium $250 Daily Fee			
Large $600 Daily Fee			
Wi-Fi Name Please advise the network name you would like			
Password To be an 8 characters minimum (including a capital letter, number and special character)			

Wired (Hard Line Only) Internet Plans	Plan Start Date	Plan End Date	Total Day/s
Small $600 Setup Fee, $80 Daily Fee			
Medium $1700 Setup Fee, $150 Daily Fee			

Wireless and Hard Line Combination Plans	Plan Start Date	Plan End Date	Total Day/s
Small $600 Setup Fee, $100 Daily Fee			
Medium $1700 Setup Fee, $250 Daily Fee			

Plan Upgrades	Upgrade Start Date	Upgrade End Date	Number of Day/s
Increase Wi-Fi Capacity $150 Daily Fee			
Increase Number of Hard Lines $450 Per Line			

Agreement Acceptance

Please acknowledge that you have read, understood, and agree to the terms and conditions of the Technology Services by signing, dating, and returning a copy of this form.

The Melbourne Showgrounds Event Planning team will confirm via email to advise if your request has been approved and to notify of any further requirements if applicable.

Signature:

Name (please print):

Date:

Service Level Conditions

All plans are tested by the Melbourne Showgrounds IT team prior to the commencement date of your plan to ensure that the internet connection is functioning correctly.

The Melbourne Showgrounds IT team operate Monday - Friday during business hours. The standard response time to an enquiry during this time is four hours with support undertaken remotely. For urgent enquiries, remote assistance can be provided in a shorter period however will incur a $200 fee. Support outside business hours is not available.

If you experience any connection issues, please contact your in-house IT department in the first instance. If the issue is determined to be related to the core infrastructure and is persisting, please discuss with the Venue Operations team who will notify the Melbourne Showgrounds IT team.

Terms and Conditions

1. **GST:** All prices are GST inclusive.
2. **Provision timeframe:** Any applications received less than 2 weeks prior to the event will be reviewed at Melbourne Showgrounds discretion and if deliverable, will incur a late fee.
3. **Speed:** Speeds are theoretical network maximum speeds. Actual speeds may be less due to several factors including network configuration, line quality & length, equipment interference, traffic, hardware, and software.
4. **Refunds:** No refunds if the internet access service is cancelled within 72 hours prior the event or if the service is not utilised.
5. **Service Assessment:** A request for service does not automatically guarantee services will be provided. Each application will be assessed, and the Applicant advised of the outcome.
6. **Third Party Devices:** The Melbourne Showgrounds will not manage or support any third-party devices connected to our networks such as network switches and routers. Should it be discovered that these devices pose a security risk or network issue to the Melbourne Showgrounds networks, action will be taken to disconnect, remove or disable such devices to ensure the integrity of the networks for both the venue and other customers.
7. **Security:** It is the responsibility of the client to ensure that appropriate internet safeguards (i.e., device firewall) are in place as we accept no responsibility for devices being compromised once connected to the Melbourne Showgrounds internet.
8. **Metered Data:** There is an unlimited data download allowance on all plans.
9. **Wi-Fi:** In open spaces away from buildings Wi-Fi connectivity may not be possible. If network connectivity is critical to the success of the event, we strongly recommend hardwiring devices, or investing in 4G capability. Hardwiring or 4G is an important consideration as temporary structures or other interference impacts Wi-Fi performance and may not be experienced until your event. All Wi-Fi clients are segregated from each other and unable to communicate between devices. Clients must have DHCP enabled in order to obtain an IP address. Content is filtered via a Firewall and some content especially streaming content is blocked. i.e., Netflix.
10. **Wi-Fi Speed:** Regardless of your Wi-Fi Plan, the Melbourne Showgrounds is operating at 20mhz Chanel Bandwidth, therefore 2x2 MIMO clients will have a theoretical maximum of 70Mbps download speed. The site operates at 3x3 MIMO, so can support higher speeds although only a small number of devices support this.
11. **Free Wi-Fi notes:** The Free Wi-Fi is available on the 2.4Ghz range only and shares bandwidth across all connected clients. After accepting the terms and conditions the session remains active for 1 day (24 hours). As this uses a captive portal, it is unable to be used by devices that don't have a webpage capability. i.e., EFTPOS terminals.
12. **Wi-Fi Plans:** A Wi-Fi SSID is created limiting to the number of devices specified. By default, the Wi-Fi will be 5Ghz only unless otherwise specified.
13. **BYO Wi-Fi:** If you decide to install your own Wi-Fi, we require you on the 5Ghz range to use Channel 149 only. This ensures that your Wi-Fi does not impact the Melbourne Showgrounds Wi-Fi.
14. **Hard Line Plans:** Melbourne Showgrounds can provide up to 800Mbps connection. Work is only permitted to be completed by Melbourne Showgrounds approved electrical contractors. Wired internet services provided are not for resale or sharing with other exhibitors. Cable runs are included, however where a cable run exceeds 20 metres, Melbourne Showgrounds will require to quote. Requirements around Public IP need to be discussed with the IT team and may incur additional costs.