

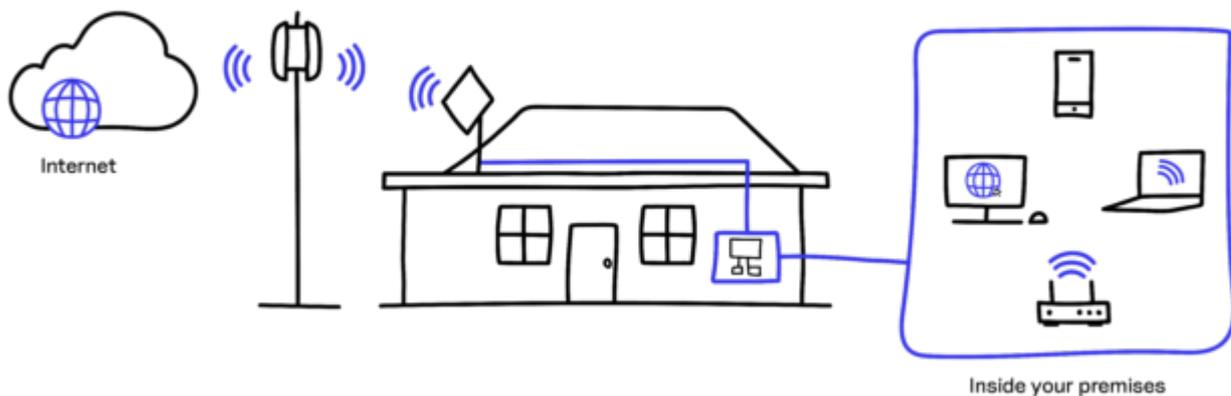
Non-nbn® Fixed Wireless

Description

Non-nbn® Fixed Wireless Internet Service Providers (WISP)

In Australia, a range of private businesses offer non-nbn® Fixed Wireless connections. Typically, these businesses are referred to as “WISPs” (Wireless Internet Service Provider). They could be your solution if you are not able to get [nbn® Fixed Wireless](#), mobile broadband or Satellite services.

- [Fix an issue](#)
- [Escalate an issue](#)



Your guide to non-nbn® Fixed Wireless

01. How does non-nbn® Fixed Wireless work?



A WISP Fixed Wireless connection works basically the same way as an nbn® Fixed Wireless signal. However, the signal comes from a **private service provider's tower** rather than an nbn® one.

Here's how it works:

1. The internet signal is transmitted from the provider's base tower to an antenna on your roof. You will need to have a clear line of sight (LoS) to the wireless tower to access its service.
2. The antenna connects to a connection box where the antenna cable enters your premises.
3. It then communicates with your indoor modem, which routes the internet to all your devices (laptop, desktop, phone, desktop, weather station, and so on).

The connection box and modem both require power to operate. Obstacles like trees, buildings, or hilly terrain can weaken your signal if they block the tower's view.

Your actual required distance might be shorter due to local conditions – your service provider can help with this, and consider different ways to mount your antennas and other equipment using alternative masts, poles and locations.

Troubleshoot your issue

[Take me there](#)

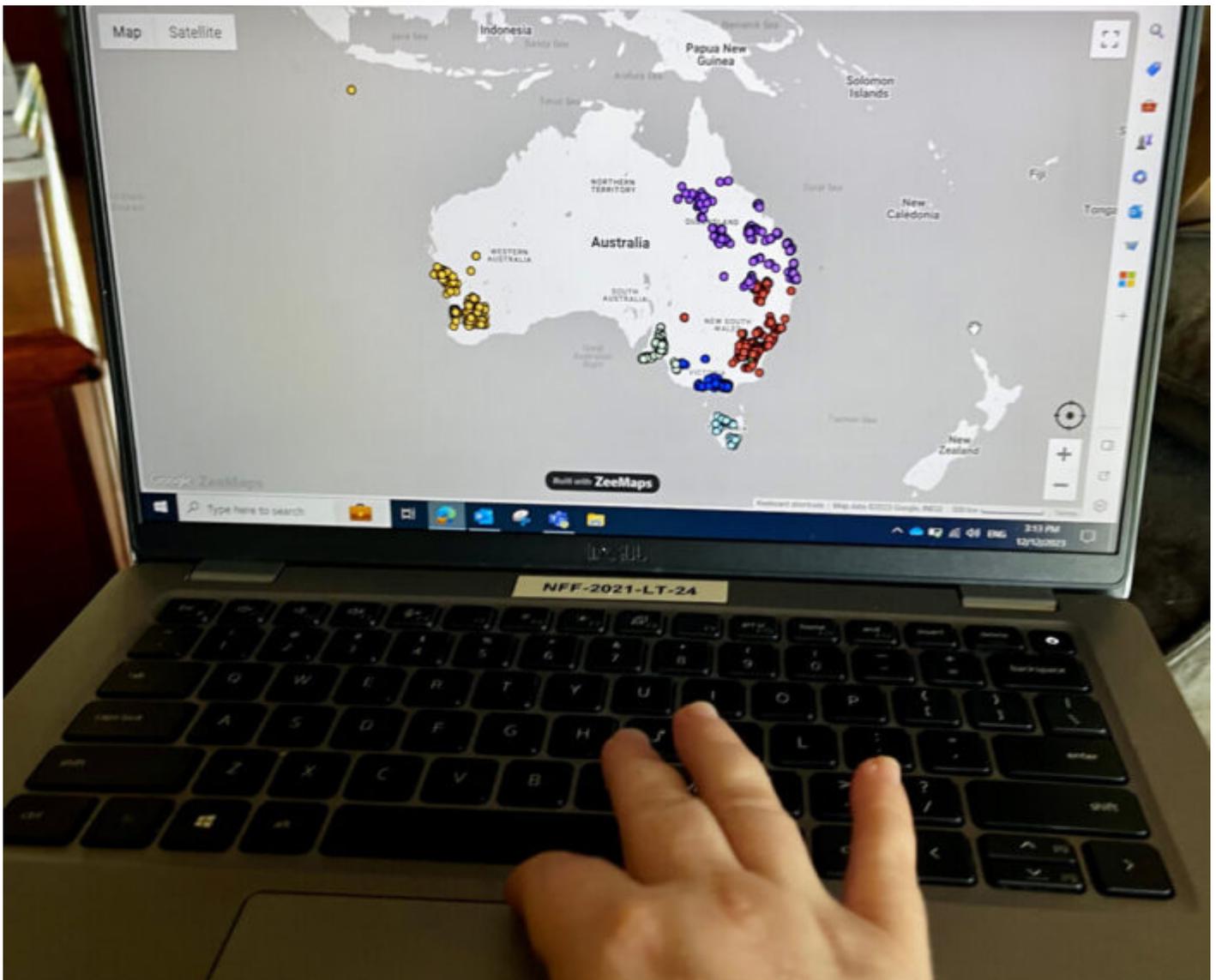
02. How do I connect to a WISP Fixed Wireless service?

01 Check Coverage Area

Check for line of sight to a WISP Fixed Wireless tower. If you are unsure, check our [map of Australian fixed wireless providers](#) (created by BIRRR) and contact any providers located near your property.

They may be looking for appropriate properties to place relay towers on to extend the reception of their connections – your contact will assist with their planning.

You can also check local newsletters, newspapers, and online and physical community groups for providers from your region advertising their service.



02 Check For Line Of Sight Interference

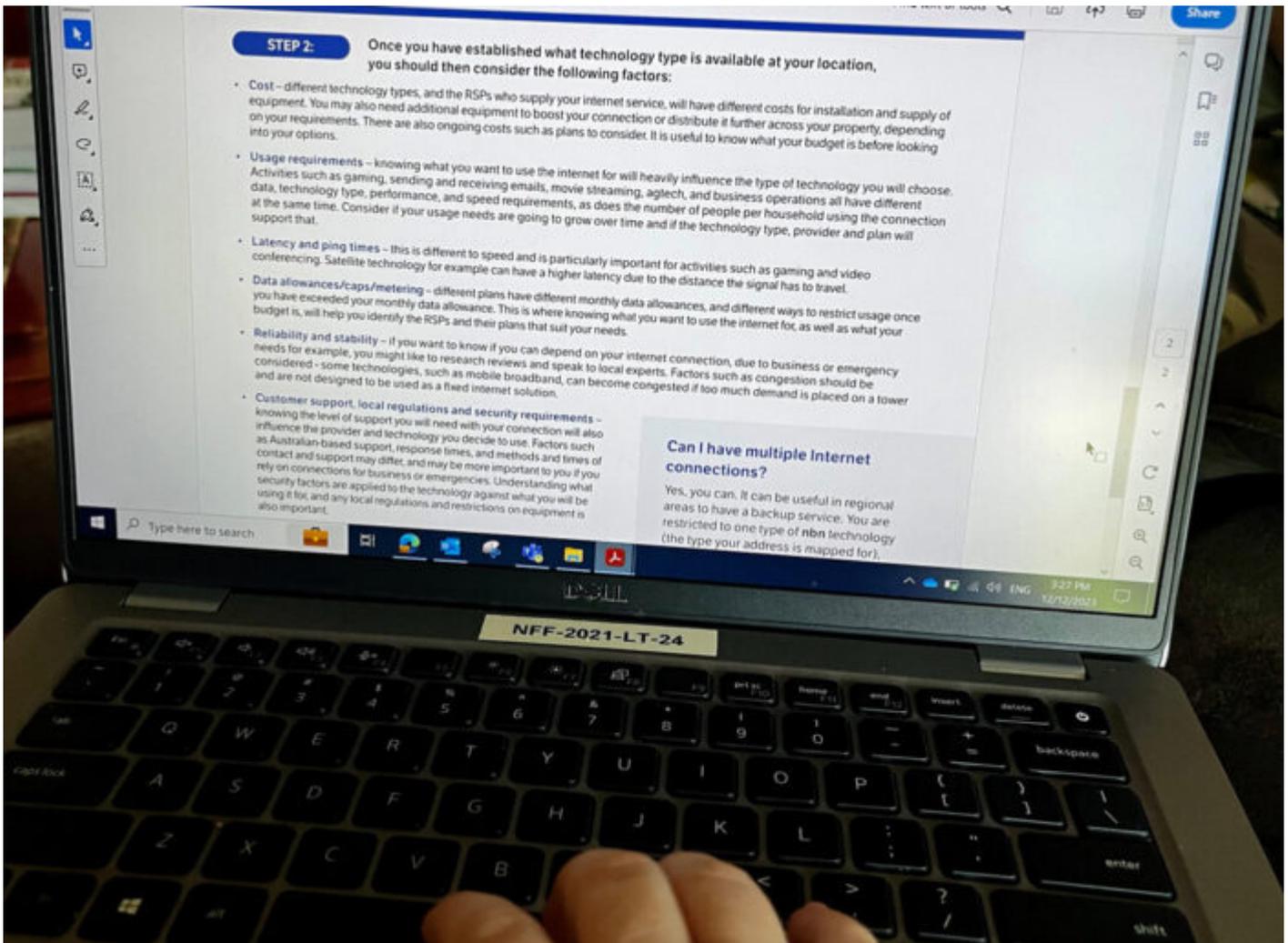
Trees, hills, tall buildings, and other infrastructure can block wireless signals from reaching your property from the tower. To ensure a strong connection, there needs to be a certain signal strength between your place and the base station. Sometimes, using a pole or mast can fix these signal issues.



03 Compare Eligible Wisp Plans

Plans are supplied by the WISP offering the service. Please ensure you check installation costs, monthly plan costs and contract length before signing up, by visiting the provider's page or contacting them directly.

To learn more about internet speeds and choosing an internet plan, visit [Find the best internet service for you](#).



04 Set Up Your Wisp Fixed Wireless Service

Once you've connected with a WISP and chosen the right plan, the next step is scheduling a technician for equipment installation. The setup process can vary based on your provider's approach. Your installer will offer guidance on connecting and maximising the usage of the equipment they provide.

Usually they will require the installation of two pieces of equipment at your premises:

1. **The indoor unit** (the connection box, or Network Termination Device (NTD)). The indoor unit is connected to the outdoor antenna by a cable. You can often request where you would like your NTD installed. **The best place for your NTD is:**
 - Inside a building in a sheltered area.
 - Close to a computer or office equipment that you use the most.
 - Within 1.5 metres of a dedicated 240V power point (a mandatory requirement).



- In a cool, dry, ventilated area.
- Away from busy areas where it may be knocked and damaged.
- An accessible location for you to check the indicator lights if there is a problem. Avoid placing it behind a cupboard, under a desk or in a place that is difficult to access.
- Not in a location such as in a kitchen where the wireless signal can be blocked by white goods such as fridges and microwaves or behind a television, as this can also reduce the signal.

2. The outdoor unit or mast/antenna.



Check out more useful resources here

- [Speed Tests: What are they and how do they help?](#)
- [Choosing the right internet technology for your business needs](#)



- [nbn® Fibre & Fixed Wireless Upgrades: Faster Internet for Millions](#)
- [The On Farm Connectivity Program](#)

We make sure our values are reflected in our work

Free And Independent Advice

The Regional Tech Hub is funded by the Australian Government, ensuring the advice we provide to you is free. We also remain independent, so the options and information we put forward are all assessed equally.

Regional Support

We believe all Australians, no matter where they live, should be able to access affordable and reliable internet and voice services. Our team are all regionally-based and understand the challenges regional, rural, and remote residents face.

Keeping It Easy

Regional Tech Hub understands the jargon used around connectivity options and issues can be frustrating and confusing. You can relax knowing our resources and advice are accurate, straightforward and practical.

Clear Processes

We offer various contact options and service levels to suit your needs, ensuring you stay informed and on board throughout every step of your connectivity journey. We strive to make every interaction clear, easy and stress-free.

Still not sure what is the right option for you?

Chat to one of our team members and let's get the conversation started. If we don't answer, we'll get back to you in no time at all. Or, request a free and independent connectivity report outlining your options.

[1300 081 029](tel:1300081029)

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