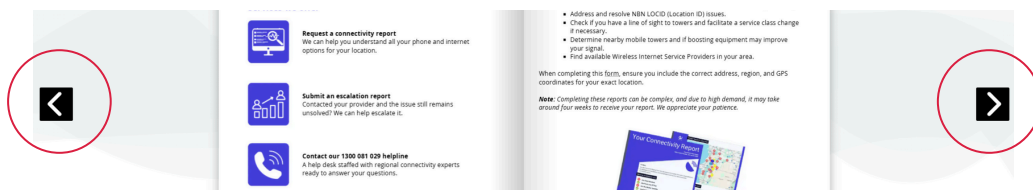


A guide to: Using the “Connectivity Explained” Flipbook

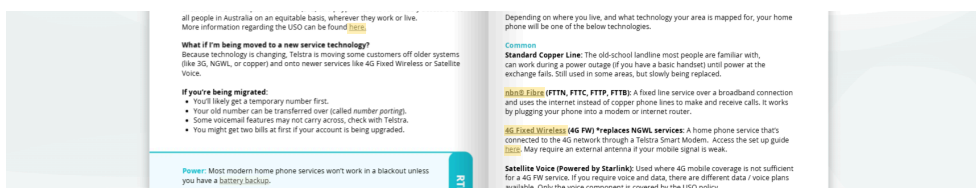
This flipbook is designed as a quick reference tool for staff and volunteers in libraries, community centres, and similar services. It helps you answer common questions about phone and internet services in regional, rural, and remote Australia, and points people to trusted, independent resources on the Regional Tech Hub website.

1. How to Access & Navigate

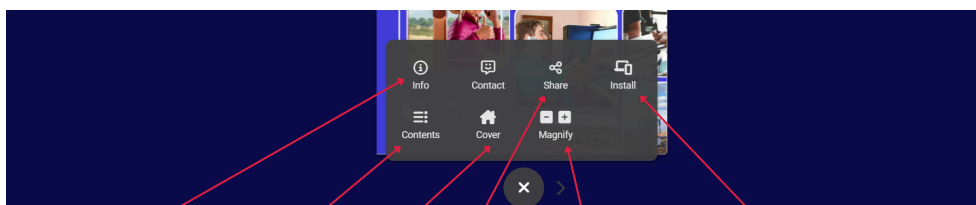
- Flipbook Link: www.regionaltechhub.org.au/community.
- Works on any web browser (best on a PC, laptop or tablet).
- Use the arrows to move to a new page.



- Many pages include clickable links (flashes yellow) to detailed guides on the RTH website.



- The bottom toolbar contains a “table of contents” which highlights the main sections.



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2. How to Use with Visitors

When someone asks about connectivity issues (e.g. poor mobile service, how to pick a provider, how to get signal around my house):

1. Try and identify their problem (mobile signal, internet provider choices).
2. Open the relevant section of the flipbook and walk them through the key points.
3. Show them the links to the RTH website for deeper step-by-step guidance or fact sheets.
4. Provide follow-up: suggest they call the RTH hotline or print/email fact sheet links.

3. Tips for Helpers

- You don't need to be a tech expert - the flipbook helps provide the knowledge.
- Use it as a conversation starter: “Let's have a quick look at this guide together.”
- Always direct people to the Regional Tech Hub site or hotline for personalised support.
- If you're not sure - show them the page and suggest they follow up with RTH.

4. Support & Contacts

- Regional Tech Hub website: www.regionaltechhub.org.au
- Helpline: 1300 081 029
- Email: hello@regionaltechhub.org.au

