



WHAT SERVICES DOES NSW.net PROVIDE FOR LIBRARIES AND COUNCILS?

1. Competitively priced internet connectivity services through NSW.net's partner Internet Service Providers (ISPs) – TPG, Optus and Telstra. Subsidies are applied on a per service basis and are dependent upon availability of funding. Subsidies for Council provided internet services are only applied if the library uses the service jointly with the Council.

2. Subsidised infrastructure equipment. This includes the purchase and provision of modems, routers, and firewalls from Hitech Support.

3. Subsidised Wireless Management System (WMS) for Wi-Fi hotspots. This includes wireless access points, hotspot controllers and a cloud management service.

WMS is a bespoke Wi-Fi hotspot Cloud based service that was specifically designed to meet the needs of public libraries. It offers a host of management and monitoring features developed specifically for Libraries.

4. Technical Phone Support. A high quality level of support for troubleshooting IT issues is offered to NSW.net customers is for internet connectivity services, infrastructure equipment and wireless management systems purchased through NSW.net's partner providers (TPG, Telstra, Optus, Hitech Support).

Technical phone support is available only to customers who have purchased and use NSW.net's services. Issues with equipment purchased by the Council from a 3rd party provider are excluded from using this support. In this instance if technical support is required, the Council will need to independently fund this themselves.

5. End of Life Hardware and Software Maintenance. Pending NSW.net funding availability, 'end of life' infrastructure equipment is upgraded on a regular basis.

Note: All subsidy arrangements for services provided by NSW.net have to be agreed to and organised by NSW.net.

6. NSW.net Subsidies to Libraries. See tables provided separately.

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