

# Wi-Fi Passes

## Rates

If additional time is required, passes can be purchased. Rates are as follow:

- > 60mins/60MB = \$3
- > 24 hours/160MB = \$6
- > 7 days/1.2GB = \$30
- > 1 month/3GB = \$39.95

Longer paid sessions are valid for use at other Tomizone Wi-Fi hotspots across Sydney in cafes, hostels and restaurants. You can see a list of active sites on [www.tomizone.com](http://www.tomizone.com) under the 'locate hotspot' tab.

Passes are valid for the allotted time (starting from first login) or until data limit is reached, whichever occurs first. All rates include GST. There is a surcharge for less than \$10 credit card transactions.

## How do I top up my account?

Simply click on the 'Top Up' button in the 'My Account' section of the website ([www.tomizone.com](http://www.tomizone.com)) and add credit to your account. This is also available by clicking the blue 'Top Up' text on the Pass purchase screen.

## Are my credit card details secure?

Yes – Tomizone does not store your details and your credit card transaction is secure. All credit card transactions are treated as one-off whether you 'Top Up' your account or via the 'Credit Card Access' screen. When using the 'Credit Card Access' option a voucher code is shown onscreen and emailed to you. This should be noted down as it enables you to use the service again after you log-off.



## How to Connect to Sydney Ferries' Free Wi-Fi

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Transport  
Sydney Ferries

## Free Wi-Fi

Sydney Ferries' customers can access **free** Wi-Fi internet on most Sydney Ferries vessels to check emails, browse the web or chat to friends.

The service, powered by Telstra 3G network, is free for limited sessions, with longer browsing sessions or higher data limits available for a small cost.

Customers can use their portable Wi-Fi enabled device (such as mobile phone or laptop) to connect to the Wi-Fi service at the dedicated hotspot located on each vessel.

As with the 3G network on land, there may be a dip in service levels as the signal switches between transmission towers. Short delays have been experienced at:

- The Heads, Manly
- McMahons Point
- Balls Head / Ballast Point (Waverton / Balmain)
- Kirribilli
- Garden Island

## How to Connect

### Step 1

Turn on your Wi-Fi and connect to **tomizone@sydneyferries** under "available networks". Your device should say 'connected' once you have done this.

### Step 2

Open your web browser and go to a website (eg www.google.com.au), a welcome screen will be shown where you can choose to login for your free session.

### idevices

The way idevices (iPhone, iPad and iTouch) connect to a Wi-Fi network is different from other devices. To access the free Wi-Fi from your idevice please follow those steps:

- Under Settings, connect to 'tomizone@sydneyferries' under available networks.
- A pop up screen will appear advising you to 'Open a new web page on your browser to access the service'. Click the Ok button on the pop up screen and it will disappear.
- Open a new webpage on Safari and you will be taken to a welcome screen where you can choose to login for your free session.

## FAQs

### 1) What do I need to use the service?

You need a Wi-Fi enabled device.

### 2) When does the free session expire?

Free Wi-Fi is limited to one morning and one afternoon session per device per day. A free session lasts for 45 minutes from first use or until 30MB of data has been used – whichever occurs first.

### 3) Where can I connect?

The Wi-Fi zone is located on the inside area of the upper deck of the Freshwater and First Fleet vessels and on the inside of the RiverCat and SuperCat vessels.

### 4) Is browsing secure?

All logins are encrypted, just like a bank. When you are doing anything online that you believe should be secure, check it is by looking for the padlock symbol and the 'https' at the start of the URL.

When using the service, protection is recommended for any computing device and you should always use a firewall and anti-virus software.

You are connected to an open access network so we can not guarantee against interception, privacy or misuse. However, your security is greatly increased by using a VPN (virtual private network) for any company network traffic. You must assess your own security risk and take precautions.

### 5) Certain websites do not open – why not?

This service has some restrictions to ensure passengers cannot open sites that may be considered offensive.

### 6) Do I need to log out?

Only if you want to – it will stop the session details and disconnect you. If you have browsed away from the log out screen you can still log out by either clicking 'Logout' on the pop up timer or by typing **stop.tomizone.com** in the address bar.

### 7) Do you provide my IP address to the Wi-Fi sponsor or any third-party when I connect?

Sydney Ferries and/or Tomizone are not collecting or passing on IP addresses to sponsors. In order to provide free Wi-Fi to passengers, companies sponsor

the Wi-Fi service. As part of that sponsorship, once a customer logs on and is connected to the Wi-Fi, they are simply redirected to the sponsor's website.

There is no collection of personal data or passing on of information to advertisers and customers should be assured of their privacy.

### 8) I have a VPN but I am having trouble connecting – what can I do?

Because there are so many different settings for different software you should discuss this issue with your IT Guru, Network Administrator or VPN Supplier. Make sure to mention to them you are trying to use the device over a public wireless hotspot.

### 9) I'm having problems connecting.

Connection problems may be a result of network outages, other wireless interference or your device's hardware/software. Check out these troubleshooting tips:

**a) Coverage Area:** Please make sure you are inside the Wi-Fi coverage area (see question 3).

**b) Wi-Fi capable device:** Make sure your device is Wi-Fi capable and the Wi-Fi adapter is enabled. If your laptop is not Wi-Fi enabled you can purchase a Wi-Fi PC Card from computer retailers – take your laptop along and they can install it for you.

**c) Device issues:** If you think the problem is with your device, contact your equipment supplier to check the set up is correct to access public internet Wi-Fi Hotspots. Many company owned laptops have unique settings that don't allow access to public Wi-Fi Hotspots - in that case, you will have to contact your company IT administrator or supplier.

**d) iphone and idevices:** Check that you have followed the special instructions for using idevices (see blue box).

### 10) Who should I contact if I have ongoing issues?

Customers who are having ongoing issues or need technical support should email [help@tomizone.com](mailto:help@tomizone.com) or call the Tomizone support number on 1300 881 862 (open 7 days a week, 24 hours a day).

Please note, ferry crew are unable to assist with troubleshooting.