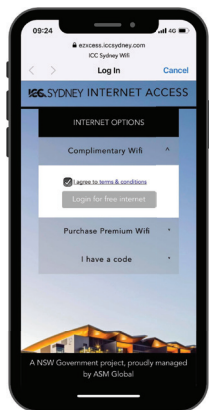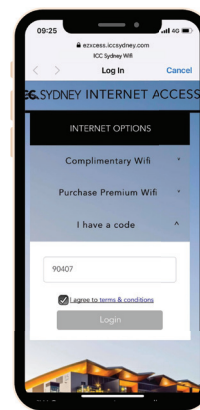ICC Sydney proudly provides clients, exhibitors and visitors the ability to manage their own internet connection options via a self-managed Wi-Fi service, including the ability to upgrade and manage their own device speeds. Below you will find information about the options, cost and speeds available.

COMPLIMENTARY WI-FI

Simply connect to the "ICC Sydney Wifi" network and select "complimentary Wi-Fi". Read and agree to the Terms & Conditions and select Login.
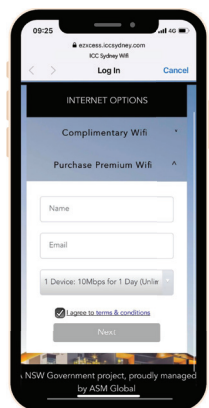
The complimentary Wi-Fi has speeds up to 2Mbps.

PRE-PURCHASED WIFI

If you have organised internet in advance of your event, your Event Manager or the Exhibitor Services Team will provide you with an access code.

Simply enter the code you have been provided, read and accept the Terms & Conditions and Login!

PREMIUM WI-FI

Simply enter your name, email address and select the number of devices and internet speed you wish to purchase from the drop down menu. After reading and agreeing to the Terms & Conditions, you'll be prompted to confirm your connection/ order and make payment.

A list of speeds and pricing options are available in this document.

Number of devices	Network speed	Cost (per day)
1	5 MBPS / Unlimited Data	$20
1	10 MBPS / Unlimited Data	$30
1	20 MBPS / Unlimited Data	$45
5	10 MBPS / Unlimited Data	$50
5	20 MBPS / Unlimited Data	$60
10	30 MBPS / Unlimited Data	$70
20	35 MBPS / Unlimited Data	$90
20	60 MBPS / Unlimited Data	$150

FAQS

WHAT IS 2.4 AND 5GHZ?

Gigahertz (GHz) is the frequency used for wireless communication. 2.4GHz is the standard used for a lot of older or basic model devices, including cordless phones, baby monitors, some security cameras, portable headphones and other Bluetooth devices. It is also used by majority of "pocket Wi-Fi" modems and routers. 5GHz is a more dependable short range frequency and provides stronger and more reliable performance.

AM I ABLE TO UPGRADE MY SERVICE ONCE PURCHASED?

You are able to upgrade to a different plan if your initial selection does not suit your needs; however the original transaction is not able to be refunded. To change your Wi-Fi package, simply open a new browser window on your device and type "logout.now" then hit enter or go key. This will take you back to the portal page and from there you can select the suitable plan you need.

HOW DO I GET OPTIMUM NETWORK SPEED?

To get best possible speed make sure that your device supports, and is using, 5Ghz Wi-Fi. The 5Ghz band is proven to perform better in high density spaces such as public venues. Devices older than three years and base model tablets/phones occasionally do not come with a 5Ghz compatible wireless radio, these devices will default to 2.4Ghz Wi-Fi and may not perform at the because of interference with others.

DO I RECEIVE TECHNICAL SUPPORT FOR WI-FI SERVICES?

ICC Sydney's ICT team will manage the general performance of the centres network performance through your event. Free Wi-Fi is offered as a complimentary service and as such does not include direct client support. For any purchased premium Wi-Fi plans technical support can be provided on request. To provide any network feedback or request support whilst onsite please visit one of the centres customer service desks.

CAN I ORDER A CABLED SERVICE AND USE MY OWN WI-FI ROUTER?

The use of external Wi-Fi routers detracts from the wireless experience of clients connected to ICC Sydney wireless infrastructure. To allow for the greatest experience of clients, attendees and exhibitors using ICC Sydney wireless infrastructure, we do not allow external wireless devices.

I HAVE MORE QUESTIONS, WHO CAN I CONTACT?

You can reach out to the ICC Sydney Exhibition Services Team on 02 9215 7373 or exhibitionservices@iccsydney.com for any detailed questions you have regarding ICC Sydney's wireless network and internet availability.

For information on wired internet connections or for detailed questions, please contact your ICC Sydney Event Manager or Exhibition Services at exhibitionservices@iccsydney.com

ICC Sydney Theatre
8,000 seats

Event Deck
5,000sqm

Level 4 Halls 13,600sqm
Level 1 Halls 19,000sqm

Pyrmont Theatre
1,000 seats

Parkside
Ballroom
740 seats

The Gallery
2,400sqm

Darling Harbour Theatre
2,500 seats

Cockle Bay Room
800 seats

Grand Ballroom
2,000 seats

THEATRE   **EXHIBITIONS**   **CONVENTIONS**