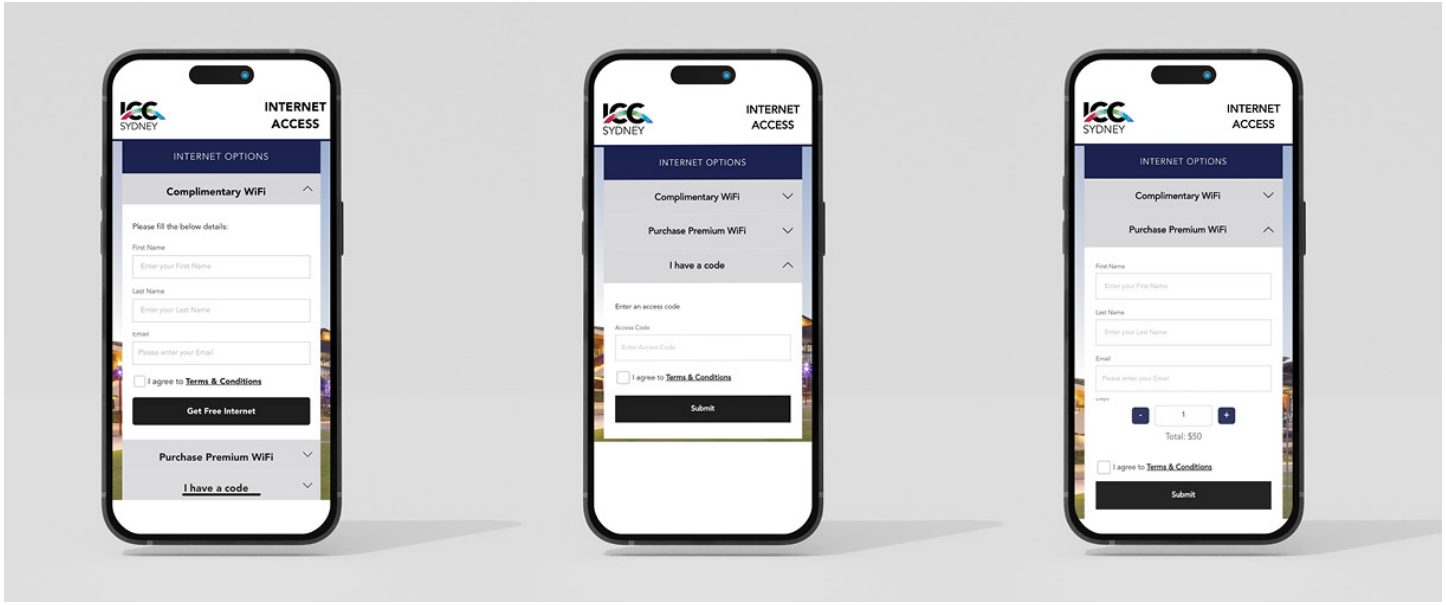
INTERNATIONAL CONVENTION CENTRE SYDNEY

SELF-SERVICE WI-FI

ICC Sydney proudly provides clients, exhibitors and visitors the ability to manage their own internet connection options via a self-managed Wi-Fi service.

Below is a summary of the available options and associated costs.



COMPLIMENTARY WI-FI

Connect to the "ICC Sydney Guest" network and select "Complimentary Wi-Fi". Enter your first name, last name and email address, agree to the Terms & Conditions then select 'Get Free Internet'.

Enjoy complimentary Wi-Fi speeds of up to 10Mbps.

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. Enter the code you have been provided, read and accept the Terms & Conditions, and click submit to connect.

To pre-purchase wi-fi before your event complete order form below.

Internet Services Order Form

PREMIUM WI-FI

Enter your email address and select the number of days you would like to purchase. After reading and accepting the Terms & Conditions, follow the prompts to confirm your connection and complete payment.

Cost: $50.00 per day, per device.

DOES ICC SYDNEY PROVIDE FREE WIRELESS NETWORK?

Yes, connect to the "ICC Sydney Guest" network and you will be redirected to a captive portal. Select the "Complimentary Wi-Fi" option, which offers internet speeds of up to 10Mbps.

DOES ICC SYDNEY OFFER PREMIUM CONNECTIONS THROUGH SELF-SERVICE?

Self-service option to purchase premium connections on the day is also available through the captive portal for $50 per day per device. Speeds may vary from 10Mpbs to 100Mpbs depending on the density and the location.

WHY DON'T WE LIST EXACT SPEEDS FOR PREMIUM SELF-SERVICE WI-FI PACKAGES?

Actual Wi-Fi performance can vary based on factors such as your device type, location within the venue, and overall network activity. To reflect this, we focus on delivering a consistent and reliable experience across supported devices, with typical speeds ranging between 10–100 Mbps. This ensures realistic expectations in a dynamic, high-density environment like ICC Sydney.

CAN I USE SELF-SERVICE TO PURCHASE WI-FI FOR MULTIPLE DEVICES?

Self-service Wi-Fi supports one device per purchase. For up to 20 devices, we recommend pre-purchasing access codes from the Exhibitor Services Team. These can also be purchased onsite at the Exhibitor Services Desk. If you need connectivity for more than 20 devices, please contact your Event Manager to arrange a customised package.

I HAVE PURCHASED AN ACCESS CODE, HOW DO I USE IT WHEN I'M ONSITE?

Visitors can connect to the "ICC Sydney Guest" network. Once connected, they'll be redirected to the captive portal. From there, select "I have a code" and enter the provided access code to connect.

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

To maintain a high-quality wireless experience for all clients, attendees and exhibitors, external Wi-Fi routers are not permitted at ICC Sydney. Our wireless infrastructure is carefully managed to ensure optimal performance across the venue.

WHY CAN'T I SEE THE WIRELESS NETWORK?

ICC Sydney utilises 802.11ac and 802.11n wireless networks. Otherwise referred to as the 5GHz band which delivers faster, more reliable Wi-Fi in busy environments and high density spaces. Some older or low-cost devices may not support 5GHz and won't detect the network. The older 2.4GHz band is now considered legacy and is not supported.

WHAT IS 2.4 AND 5 GHZ?

Gigahertz (GHz) refers to the frequency used for wireless signals. 2.4GHz is commonly used by older or basic devices like cordless phones, Bluetooth gadgets, and most pocket Wi-Fi routers. 5GHz offers faster speeds and more reliable performance over shorter distances, making it ideal for high-density environments like I CC Sydney.

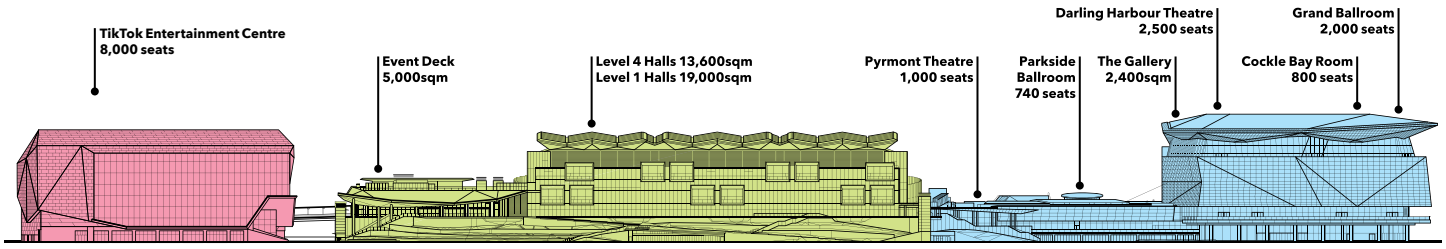
SO WHY DOESN'T ICC SYDNEY FAVOUR 2.4 GHZ?

ICC Sydney has phased out 2.4GHz Wi-Fi due to congestion and interference. Most modern devices support 5GHz, which offers better speed and reliability in busy environments. If your device lacks 5GHz, USB dongles are available to purhcase from Exhibitor services desk. Upgrading to 5GHz or Wi-Fi 6 is strongly recommended, as 2.4GHz support is now rare and only considered for essential legacy equipment.

WHAT MAKES 5 GHZ SO GREAT THEN?

5GHz Wi-Fi offers more wireless channels than 2.4GHz, allowing it to support more access points with less interference. At ICC Sydney, we use 23 dedicated channels, making 5GHz ideal for high-density environments like exhibition halls. The result? Faster, more reliable connections for all guests.

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



A NSW Government project, ICC Sydney was delivered in partnership with Darling Harbour Live, comprising Capella Capital, Legends Global, Lendlease, Hostplus, Aware Super, and Downer.

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