WiFi Terms and Conditions

What are the terms and conditions for using the wireless service (Wi-Fi) at Redland City Council (RCC)?
As a user of the Redland City Council free wireless service, you must abide by our "Terms and conditions for use of computers in the library":
http://www.redland.qld.gov.au/RecreationFacilities/RedlandLibraries/Documents/ITC%20Terms%20and%20conditions.pdf

In addition the following terms and conditions are specific to wireless access:
- RCC does not provide support to configure your equipment for wireless access. For further assistance refer to your user manual or contact your hardware or software provider.
- RCC is not responsible for any changes that you make to your computer's settings to access RCC's wireless network and recommends that you make a note of any settings before you change them.
- Any connection to a wireless network is not as secure as a wired connection to a network (e.g. RCC's ITC computers). Anti-virus software, security and privacy of information is the responsibility of the owner of the wireless device.
- RCC or its staff do not accept responsibility for any loss of data resulting from delays, non-deliveries, service interruptions, technical difficulties or transmission of viruses.
- RCC will use its best efforts to ensure stable and secure access to the wireless service, but does not guarantee that the access will always be free of errors, viruses, interception or interference.
- Parents/guardians must assume responsibility for their children's use of the internet through RCC's wireless service. All persons under the age of 18 years should obtain the consent of a parent or other responsible adult prior to using the internet services provided by RCC.

FAQ

What are the wireless service's hours of operation?

Monday	9am -5pm
Tuesday	9am - 5pm
Wednesday	9am - 5pm (Cleveland 7.30pm)
Thursday	9am – 7.30pm
Friday	9am - 5pm
Saturday	9am – 4pm

What are the limitations of the wireless service?
In the interest of maintaining a fair, equitable and free wireless service, we offer no time limit to your daily session, but downloads may be limited to 100 MB. While using the service you will need to adhere to the "Terms and conditions for use of computers in the library":

http://www.redland.qld.gov.au/RecreationFacilities/RedlandLibraries/Documents/ITC%20Terms%20and%20conditions.pdf.

What equipment do I need?
A wireless enabled device running 802.11(a, b or c) standard.
We cannot guarantee all devices will be able to receive a wireless connection.
For questions of compatibility, please consult with your hardware manufacturer or product guide.

Will staff help me connect to the network?
Although our staff will strive to be helpful, they are not able to provide qualified technical support.

What speeds can I expect from the wireless service? Is the wireless service reliable?
Speed on the network will vary based upon number of users, usage and various external factors. As such we do not guarantee the speed of your connection. Although we strive to maintain a reliable network, no guarantees will be made in terms of network availability.

Is the wireless service filtered?
The wireless service is filtered to an extent. Although this is the case, RCC has no control over the content that is accessible from the vast majority of the internet.

Can I access library resources through the wireless service?
Most of the library's resources are available through the wireless service (e.g. Borrowbox), but some are only available for use in the Information Technology Centre (ITC), such as the library's subscription to Ancestry.com.

Can I print from the wireless service?
Printing is not available at this time through RCC's wireless service. To print, please store your file using a USB drive, email or cloud service and print it using the library's ITC. For more information on printing, please see library staff.

What kind of data do you collect?

When you access RCC's wireless network, information about the web browser type and operating system of your wireless device will be captured. This is done in order to determine the most effective and/or customised means of displaying the requested website on your device.

Redlands City Council will collect and store the IP and MAC address of the enabled device that has accessed the hotspot, once the terms and conditions have been agreed to.

What about security?

Redlands City Council cannot guarantee the security of the wireless service. Your access and use of RCC's wireless service is at your own risk. Redlands City Council is not liable for any kind of loss or damages you may sustain as a result of your use of RCC's wireless service.