

## Remote Tasmanian tourist site keeps visitors connected with **Activ8me Public WiFi**



Activ8me has helped Tasmania Parks & Wildlife enhance its public WiFi, for a superior customer experience and enable promotion of the site to a wider audience, through visitors looking to share their travel experiences online.

## The Communications Challenge



Forming part of the Tasmanian Wilderness World Heritage Area, Hastings Caves State Reserve has become a hub for the growing number of tourists that visit the Far South of Tasmania.

Located over 100 kilometres south of Hobart, the tourist site has no network coverage. Tasmania Parks & Wildlife Service recognised that, by enhancing its facilities with public WiFi, it could provide a superior customer experience to those looking to share their travel experiences online and promote the site to a wider audience.

In late 2016, Tasmania Parks & Wildlife Service contacted satellite broadband experts, Activ8me, for the solution.

## The Activ8me Solution



Activ8me recommended its public WiFi solution via next-generation satellite broadband connections in two locations: Hastings Visitor Centre and caves. Public WiFi was a logical extension to its existing services, however it was also important that visitors get internet access at the caves, which are located approximately a 20-minute drive from the visitor centre.

Due to the distance and terrain between the two sites, the most cost-effective solution was to install two hotspots – one at each site, with a fully managed Pay As You Go service.

The service boasts over 98 per cent uptime, even in adverse climactic conditions. Overall the solution provided reliability, flexibility and scalability for the growing number of visitors.

## The Result



Since offering public WiFi access, Tasmania Parks & Wildlife Service has experienced the benefits of increased customer engagement at Hastings Caves.

“People are using their mobile devices to share their experiences on social media as they explore spectacular subterranean formations, relax in the thermal springs pool, or tuck into a barbecue in the lush surroundings. Not only is it the best type of promotion for Hastings Caves, it also delivers the customer experience tourists have come to expect from destinations.”

- Beth Russell,  
Hastings Cave Business  
Manager.



## What's Next?

Activ8me is ready to assist organisations and bodies, like Tasmania Parks & Wildlife Service, meet the growing demand for internet wherever people are by providing flexible satellite WiFi solutions, in even the most remote parts of Australia.

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Why does Rising Connection recommends and collaborates with Activ8me (a subsidiary of APN), working with them as Partners in supplying remote NBN connectivity.

- With over 15 years' experience, Activ8me is a progressive organisation that continually aims to solve remote communication hurdles.
- Australia's largest NBN™ satellite broadband provider
- Remote and rural NBN™ expert
- Prioritised Australian Customer Care team
- Dedicated R&D team solving communication challenges
- 100% Australian owned and operated
- ISO Certified

This demonstrates to Rising Connection that you will have the Quality, Reliability and Product Support.

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