



## **Case Studies – Self Service Networks**

### ***Rural & Remote Internet Access***

#### **The Customer**

Department of Local Government and Regional Development, Perth WA

#### **The Need**

Provide easy to use, valuable internet facilities to unconnected, rural Western Australian communities.

Enable tourists and other visitors affordable internet access in convenient locations such as hotels, taverns, tourist information centres and libraries.

#### **The Solution**

pieNETWORKS won the local government tender and the solution included:

- Internet kiosk design, including government theme branding “Telecentre Access Point” (TAP)
- Project supervision for the kiosk delivery, installation and ongoing management
- Kiosks benefitted from ongoing research and development, resulting in robust physical and software design, for the tough, rugged and remote Western Australian environment
- Full remote network monitoring and support

#### **Results**

The kiosks, or TAPs, were installed in over 20 locations and offer a valuable community service to both tourists and locals.

TAP locations extend from the communities in Wiluna in the mid-north, Lake King in the south and Balladonia in the east.

Profits from TAPs can be poured back into the local Telecentre project, a not-for-profit community technology centre.