



What is Telstra Air?

Telstra Air customers can connect to Australia's largest Wi-Fi network to access unlimited data using your smart phone, mobile device or laptop.

When you're out and about, Telstra Air automatically connects you to the nearest hotspot in range via the Telstra Air App.

Where can I use it?

You can use Telstra Air at over 1 million hotspots across Australia at public payphones, local council areas, residential areas and business centres.

Telstra Air customers can access over 19 million hotspots across the world through our partnership with Fon.

Who can use it?

Telstra Air is available to Telstra customers who have at least one of the following services:

- Pre-Paid mobile
- Mobile on a plan
- **Home broadband (ADSL, Cable or nbn™ services with a compatible gateway)**
- Mobile broadband
- Business mobile

You only need to activate one service to access Telstra Air across all your Telstra services.

How to use Telstra Air



1. To get started, download the free Telstra Air App or visit telstra.com.au/airconnect.
2. Then activate Telstra Air, and create a username and password.
3. **You'll automatically connect to** Telstra Air when you're in range of a hotspot
4. **You may need to select "Telstra Air" in your device Wi-Fi settings if it doesn't automatically connect the first time.**

Note: The Telstra Air App will automatically connect you to a Telstra Air hotspot, provided your Wi-Fi is turned on and you're logged into the app. This feature might be switched off by default on your device but you can turn this feature on in the app settings.



Find Telstra Air hotspots in Australia

You can find Telstra Air hotspots by using the Telstra Air® App or by visiting [Telstra.com/air](https://www.telstra.com.au/air) and selecting Find a Hotspot.

The range of a Telstra Air hotspot

Wi-Fi hotspots have a range of up to 20 metres indoors but in optimal conditions can reach up to 50 metres outdoors.

The range of a Wi-Fi hotspot is impacted by a number of factors including surrounding buildings, interference from other wireless devices, weather conditions and the number of other users.

For best results we recommend staying close **to the hotspot and keeping an eye on your device's** Wi-Fi signal strength.

How to Use Telstra Air Overseas

1. Download the Telstra Air App in Australia.
2. If you plan to access Fon Spots overseas, you must download the Telstra Air App and activate in Australia before you depart. You must not log out of the App before you leave Australia.
3. If you already have a Telstra ID (this is the same as your My Account or 24x7 login), simply enter this into the app and proceed.
4. **If you're on an Android device you'll automatically be connected when you're next to a hotspot.**
5. **If you're on an iOS device, you'll need to select Telstra Air as your Wi-Fi network in Settings in the first instance. After that, you'll automatically be connected when within range of a hotspot.**
6. **If you don't have a Telstra ID already, you can create one within the Telstra Air App. You can then follow the prompts to be connected.**

Connecting without the Telstra Air App

1. When overseas select the Fon network in your Wi-Fi settings
2. Open a browser
3. In the Fon login page enter your @wifi.telstra.com username and password (you'll find this in your Telstra 24x7 My Account Telstra Air page, e.g. sam.citizen@wifi.telstra.com).

For more details on connecting overseas, check our [Telstra Air overseas](#) page.