

## **Improved Internet Access for Seafarers - New Ship WiFi Support Program**

Issue Date: 24/04/2025

Mariners and Port users,

Pilbara Ports is pleased to announce an enhancement to seafarer welfare services through the introduction of a Ship WiFi Support Program.

Effective from Monday 12 May 2025, the current mechanism of supporting individual SIM card recharges for seafarers will be phased out and replaced with a more inclusive initiative. Under the new program, Pilbara Ports will support a ship-wide Mobile WiFi system, providing free data top-ups to participating vessels upon each return to the Port of Port Hedland.

This transition enables broader internet access to all crew members onboard, ensuring greater connectivity with families and loved ones, supporting both mental health and wellbeing.

Ships are encouraged to acquire the designated Ship WiFi Pack, which includes a Mobile WiFi Router (Telstra SIM enabled) and a Mesh WiFi Extender. Once installed, data will be remotely topped up by the Port Hedland Seafarers Centre for the duration of each port call or anchorage stay.

Further information, including setup guidance and availability, is provided in the below Seafarers Centre brochure.

This initiative reflects Pilbara Ports' continued commitment to promoting and supporting seafarer welfare and fostering an inclusive, supportive maritime community.

For enquiries related to this marine safety bulletin, please contact Pilbara Ports Port Hedland Harbour Master Team: [HM@pilbaraports.com.au](mailto:HM@pilbaraports.com.au)



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# Port Hedland Seafarers Centre

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## Ship WiFi

Ships visiting Port Hedland are provided assistance by Pilbara Ports to communicate with families.

The current personal mobile phone recharge system is being replaced by a single Mobile WiFi system purposed for the ship to set up general WiFi access to the crew. Ships are requested to purchase and install the system with Pilbara Ports is committed to providing a data recharge to the unit each time the ship returns to Port Hedland.

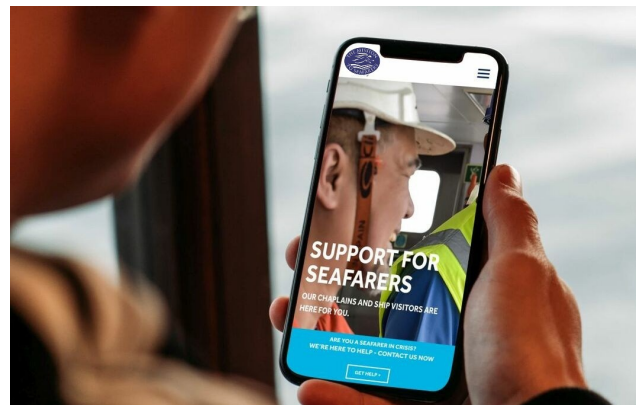
### WiFi Pack

The WiFi Pack for ships retails for AUD \$190 incl GST and include the following items:

- Mobile WiFi Router (fitted with Telstra data SIM) (USB cable and AUS pin transformer)
- Mesh WiFi Extender (with US pin)

### Recharge

- Data is FREE to the ship as Pilbara Ports will finance the data recharge
- The Port Hedland Seafarer Centre will top up the data when the ship arrives at the anchorage and for the duration of their stay.



### Positioning

It is suggested that the equipment be positioned as follows:

- Mobile WiFi Router: Either Officers or Crew Mess area
- WiFi Extender: Middle of the corridor on the mess deck

### Benefits

- Ships can access data from anchorage as the Telstra network extends to sea—typically of 3-4 days
- The extender is capable of providing a signal through three (3) decks of the ship
- Data will be monitored and topped up by the Seafarers Centre—no need for the crew to monitor
- The Router is unlocked –the Telstra SIM can be replaced and system will work with another provider
- Any residual Telstra data can be used at another Australian port—the ship can purchase data recharge by communicating with Port Hedland Seafarers.

**Available from: Monday 12 May 2025**

Some went out on the sea in ships; they were merchants on the mighty waters.

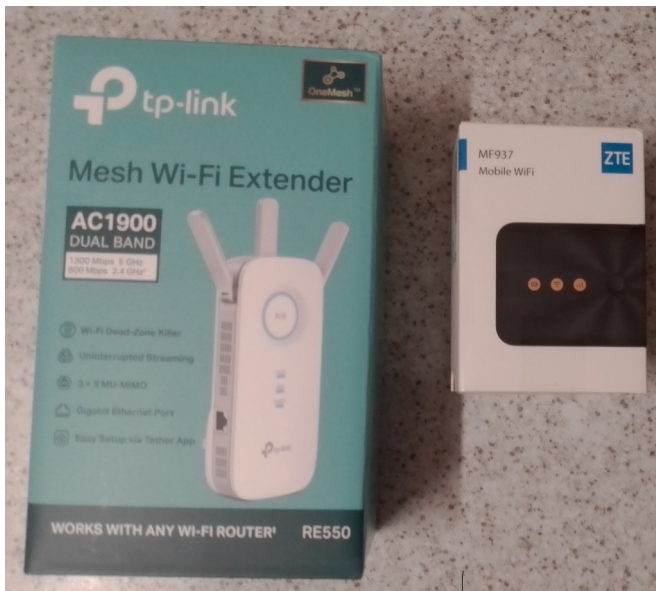
They saw the works of the LORD, His wonderful deeds in the deep.

Psalms 107:23-24

## Considerations

- Mobile reception at the outer anchorage is at the limit and the Mobile WiFi Router will need to be located on the land side of the ship. Reception at the Eastern Anchorage and Harbour are good.
- The system had only a moderate baud rate and so may slow with high use. The system is purposed for seafarers to communicate with families through VOIP apps—not for multiple users streaming video. A more powerful Mobile WiFi Router is available for AUD \$349 if ships wish to upgrade.
- Ships will need a USB Transformer to power the Mobile WiFi Router as the kit only has a AUS plug.

### WiFi Pack



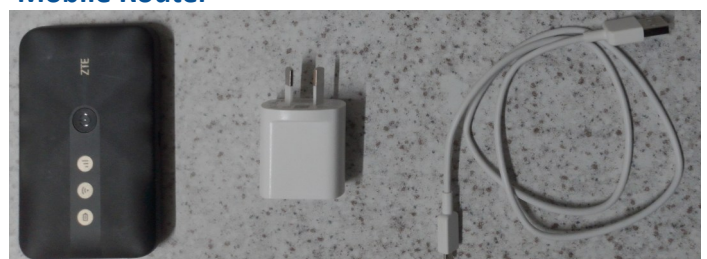
### Telstra Coverage



### WiFi Extender



### Mobile Router



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