



makes possible.

### **Watch Australian television from outside Australia**

Ok, why would you want to, you might ask? Well, sometimes there might be a particular sporting event you really don't want to miss, a series you have been following - or maybe you are cold and hungry in some remote backwater and you just feel like being reminded of home. A VPN ticks all the above boxes.

The ABC offers the excellent iView app that let's you watch pretty well any ABC program from the last 14 days. The service is free - but only available if you are in Australia. If you are outside Australia it picks up this fact from your IP address (the 'address' location of your computer) and locks you out. What a VPN does is establish a virtual connection from your overseas location to a server in Australia. When you run iView it therefore sees your IP address as being in Australia and operates normally. The SBS OnDemand app, also free, provides capabilities similar to iView for SBS programming.

If you are a subscriber to Austar or Foxtel then the FoxtelGo app provides catch-up viewing (like iView and OnDemand) - and also the ability to view a live stream of programs as they are playing in Australia.

It should be pointed out that you need a decent wifi connection to make catch-up and streaming video possible. In my experience, catch-up viewing is less resource-intensive than streaming and works satisfactorily on the average hotel wifi without freezing or picture loss. Streaming video is more demanding though, and requires a higher bandwidth wifi connection.

### **Watch media from other countries from within Australia**

Just as you can establish a VPN link into Australia to watch Australian media while overseas, so you can use a VPN link to the UK to watch the BBC or a VPN link to the USA to subscribe to video streaming services such as Netflix.

You will find live streams to BBC 1 and BBC 2 broadcasts at these links:

[http://www.bbc.co.uk/mediaselector/playlists/hls/mobile\\_wifi/ak/bbc1.m3u8](http://www.bbc.co.uk/mediaselector/playlists/hls/mobile_wifi/ak/bbc1.m3u8)

[http://www.bbc.co.uk/mediaselector/playlists/hls/mobile\\_wifi/ak/bbc2.m3u8](http://www.bbc.co.uk/mediaselector/playlists/hls/mobile_wifi/ak/bbc2.m3u8)

The BBC streaming links are much more efficient than FoxtelGo and run satisfactorily on an average wifi connection.

### **How to establish a VPN**

There are many commercial VPN services available. On the strength of good reviews I downloaded the PureVPN app from iTunes and paid a \$21 subscription for

three months. It was easy to set up - no specialist technical skills were required other than the ability to follow the instructions and create links to the countries where you want to access media. Once the links are set up, switch on a link to the desired country on your iPhone or iPad by going into Settings, choosing VPN and switching on the country link from the list. You can then watch media from that country as if you were resident.

Don't tell your boss this, but you can also use a VPN to access your IT network from remote locations - which is how I am writing this newsletter.

Let me know if you have any hints or tips for VPN and overseas media and I will publish them here.

### **Make big savings by using a foreign SIM card**

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You have probably read about people returning from foreign holidays and being welcomed home with a bill from their telecommunications carrier in the thousands of dollars. Yes, it's a rip off. You can reduce the cost to some extent by purchasing a data package before going overseas but your bill is still likely to run into the hundreds of dollars - and you have the added inconvenience of constantly monitoring your phone calls and Internet connection time.

The solution? Make sure your phone is unlocked and then purchase and install either a 'global' SIM card or one from the country you are planning to visit. Last year I wrote an article on this subject and GP of DJ Motors recommended Le French Mobile as a supplier of SIM cards for use in France and Europe - so I tried it. Here's how it worked out.

### **How to set up a 'foreign' SIM**

Begin this process a couple of weeks before you travel to allow for delays and for the foreign SIM card to be posted to your Australian address.

Many telecommunications carriers lock you into their network so, if you haven't already done so, the first step is to unlock your phone. Rather than duplicate existing knowledge, this article tells you how:

<http://exchange.telstra.com.au/?p=19567>

The next step is to order the foreign SIM. You can do this at the Le French Mobile website <http://www.lefrenchmobile.com/>. Yes, it's French but you can make calls throughout Europe and back to Australia from 19 cents a minute and purchase a 500Mb data bundle for E50 (\$62.50).

Le French Mobile will post the SIM to your preferred address - either in Australia or for collection overseas. Assuming you have successfully unlocked your phone, when

you arrive at the overseas destination, just remove your existing SIM (keeping it safe for when you return to Oz) and replace it with the foreign SIM.

On my current travels, after five weeks there is still 36.15 Euro left on my phone and 260Mb remaining in the data bundle from the original 100 Euro (\$125 Australian) pre-payment for voice and data. I haven't stinted on phone calls or web browsing, although I do make full use of wifi when the opportunity presents.

### **NDA business skills courses for your diary**

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One of the things you notice when traveling is how important good customer service is. It can make a mediocre product acceptable and, conversely, trash a brilliant product. Some people are born with the warm and friendly fuzzies needed for this role - the rest of us have to learn it.

Why not consider NDA's Superior Customer Service course, offered in Hobart on 15 May and Launceston on 16 May?

If you don't have the time to brush up on customer service, then you might benefit from our Time Management course - Launceston, 22 May.

### **Certificate IV in Training and Assessment (TAE)**

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The new [Certificate IV in Training and Assessment](#) (TAE40110) became a compulsory qualification for anyone delivering accredited training after June 30, 2013. NDA offers this qualification through our classroom courses [Learning Design](#), [Training Delivery](#) and [Assessment](#). Being a specialised training company we like to think we do a reasonable job with this qualification.

*"It was really good doing the course at NDA and a pleasure dealing with the staff there who obviously enjoy the work that they do. The customer service standard shown by NDA (promptness of response to queries and client contact generally) was quite impressive."*

CB, Transend Networks

This course will give you the accreditation and, just as important, the skills to train and assess people at the workplace - why would you go anywhere else for this qualification? **Call Chris on 1300 765 736 for more information about NDA's Certificate IV in Training and Assessment.**

### **Upgrade your old Training and Assessment qualification (TAA)**

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The Certificate IV in Training and Assessment (TAA40104) has been superseded by a new qualification - Certificate IV in Training and Assessment (TAE40110).

NDA can upgrade your old Certificate IV in TAA to the new Certificate IV in Training and Assessment (TAE40110) quickly and painlessly through an RPL process for

only \$295 - [see here for details](#).

**If you require further information call Chris on 1300 765 736 or email [chris@nda.com.au](mailto:chris@nda.com.au).**

**20% public course discount for clients studying qualifications**

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For many years we have offered clients studying for qualifications free attendance at NDA public courses aligned with their qualifications. We now also offer a 20% discount for trainees on the cost of any other NDA public course. To obtain the discount just identify yourself as a trainee when you enrol.

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