

**Application for a Spectra ADSL  
Business Grade Connection**

Please complete, sign and fax back on 03 9547 0320  
or send to Teksupport, 7 Warwick Avenue,  
Springvale Victoria 3171

Name

Position in company

Company Name

Address

Telephone

Fax

ABN

Email

Phone number that ADSL will be attached to:

Which Connection Speed plan do you require?

A  B  C  D  E

How much pre-paid data do you require?

0.5Gb  1Gb  3Gb  5Gb  10Gb  20Gb  
 40Gb  60Gb

Do you require onsite installation and cabling? Yes  No

(By qualified Teksupport staff/contractors at \$137.50 first  
hour/ part thereof, then \$34.37 per 15 minutes thereafter.)

**Terms and Conditions**

The customer acknowledges having read and accepted the  
"Teksupport Internet Access Terms and Conditions" and agrees  
to pay the charges as indicated overleaf.

Signed

Dated

OFFICE USE ONLY

IP address allocated:

Teksupport Pty Ltd

T 03 9562 4577

F 03 9547 0320

E sales@teksupport.net.au

www.teksupport.net.au

7 Warwick Avenue,  
Springvale, Victoria 3171

ABN 30 006 101 533

concept & design advertisingmatters.com.au

# Spectra ADSL Business Grade



**TEK**  
Support

COMPUTER AND INTERNET SOLUTIONS THAT REALLY WORK

# Spectra ADSL with Teksupport

## Frequently Asked Questions

### Q. Why should I buy Teksupport Spectra ADSL?

A. Teksupport Spectra ADSL is a business grade service offering multiple fixed addresses and places your router or firewall just one hop from the Telstra gigabit backbone. This means that you have no restrictions on your bandwidth. There is also very low latency, which is ideal for running Virtual Private Networks. Teksupport's ADSL connections are automatically monitored which means that in the unlikely event that there is a problem, we will know about it immediately and call you to begin the diagnostic process to solve it.

### Q. What is ADSL?

A. ADSL stands for Asymmetric Digital Subscriber Line, which is a data service that runs across an existing phone line. ADSL uses frequencies well above that used for voice transmission. This means you can talk on the phone and have access to the Internet at the same time.

### Q. What does the 'Asymmetric' in ADSL mean?

A. This means that the speed that data via the Internet is delivered to you, is faster than the data that is sent back to the Internet from you. For example, with the 256/64k service, data is delivered to you at 256k per second, but data that is sent from you to the Internet travels at 64k (other options available – 512/128k , 1536/256k, 8000/384k and also 512/512k)

### Q. Do I have to dial-in to be connected to ADSL?

A. No, ADSL is permanently connected.

### Q. Do I need a second phone line?

A. No, ADSL runs through your current phone line providing it is an analogue service (PSTN)

### Q. How do I know if my phone line is able to support ADSL?

A. Teksupport can find out this information for you.

### Q. I want to run ADSL for my business but our phone system is ISDN. Is this compatible?

A. ADSL requires an analogue phone line. If your company does not have a suitable line available , Teksupport can organize for one to be installed specifically for ADSL.

### Q. Do I need a special modem?

A. Yes, Teksupport can arrange a suitable modem or router for your requirements.

### Q. What are the benefits of ADSL?

A. ADSL is a permanent connection so there is no waiting to be connected to Teksupport. ADSL is a faster and more reliable service than Dial-Up.

### Q. If ADSL connects permanently to the Internet, how do I protect my computer/network?

A. Teksupport recommends that all permanently connected computers be protected by some level of firewalling. Teksupport is an expert in computer security and can discuss your specific system requirements.

### Q. Can I run my own mail server at my office?

A. Yes, Teksupport provides fixed IP/address space for this purpose. We recommend that small businesses do in fact run their own mail servers because it is more reliable and local email traffic does not need to leave your building.

### Q. Who is Teksupport?

A. Teksupport is an Australian IT company based in Victoria and for over 20 years we have delivered reliable, secure and affordable computer systems to many different businesses. We have supplied computer hardware, software and a range of consulting and support services to a wide variety of small and medium businesses.

## Spectra ADSL plans from Teksupport

Connection Speed	Pre-Paid Data								Excess Data per MB
	0.5GB	1GB	3GB	5GB	10GB	20GB	40GB	60GB	
<b>A</b> 256/64k	\$55.00	\$55.50	\$76.00	\$86.00	\$115.50	\$180.00	\$273.50	\$377.00	\$0.165
<b>B</b> 512/128k	\$76.00	\$86.50	\$97.00	\$107.50	\$136.50	\$201.00	\$294.50	\$398.50	\$0.182
<b>C</b> 512/512kS	\$135.50	\$146.00	\$156.00	\$166.50	\$195.50	\$260.00	\$353.50	\$457.50	\$0.182
<b>D</b> 1500/256k	\$114.50	\$125.00	\$135.50	\$146.00	\$175.00	\$239.50	\$333.00	\$437.00	\$0.097
<b>E</b> 8000/384k	\$146.00	\$156.00	\$166.50	\$177.00	\$206.00	\$270.50	\$364.00	\$468.00	\$0.097
Plus Set Up Fee \$196.00 - Service Charges \$25.00									
All prices inclusive of GST - Prices quoted are per month									