



# Spectra ADSL Business Grade

## ADSL from Teksupport

Teksupport Spectra ADSL is a business grade service offering:-

- Multiple fixed addresses
- Places your router/firewall just one hop from the Telstra gigabit backbone.
- No restrictions on your bandwidth
- Very low packet loss or delay
- Ideal for running interactive applications over 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. There is no waiting in phone queues for hours.

### Are all ADSL connections the same?

No. It can be very confusing and misleading when you are shopping around for an ADSL connection for your business. There is an implication that all ADSL services are the same and the only difference is the price. This is not true. Why is there a cost difference? Other providers reduce costs by sharing their internal infrastructure with many users, thus reducing the per user cost. However this means that there is a reduced amount of bandwidth available for each user. This is referred to as a Contention Ratio.

In essence, our ADSL service is like driving along the transit lane in a freeway – it costs a bit more but the benefits to speed, reliability and accessibility make it worth it.

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**TEK**  
Support

# Teksupport ADSL Q&A

## 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 national backbone. There is also very low packet loss or delay, which is ideal for running interactive applications over 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. There is no waiting in phone queues for hours.  
\*customers router must respond to ICMP echo requests (ping).

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

A. Although ADSL is widely available, there are still some areas not serviced. 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 organise for one to be installed specifically for ADSL.

## 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 run their own mail servers because it is more reliable and local email traffic does not need to leave your building.

## Q. What is a Contention Ratio?

A. A contention ratio refers to the number of subscribers sharing the available bandwidth between your telephone exchange and your ISP's main link to the internet/backbone. Teksupport recommends and supplies a low contention ratio for a more reliable and faster service for remote applications and Virtual Private Networks (VPN).

## Q. What about ADSL 2?

A. There is also a lot of hype about ADSL2. Many providers will happily sell you a 24 megabit connection but will neglect to tell you that the maximum speed can only be obtained if you are located within 300 meters of the exchange. The maximum advertised speed of ADSL2 is highly dependent on where you are located and the quality of your phone line. On a noisy, not-so-perfect telephone line, our experience is that a solid, reliable ADSL 1 connection will give on average, better through put and far less frustration than an unreliable ADSL 2 connection.

## 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 service to a wide variety of small and medium businesses.

## Teksupport Spectra ADSL Schedule of Fees Pre-Paid Data

Connection Speed*	0.5GB	1GB	3GB	5GB	10GB	20GB	40GB	60GB	Excess Data	
<b>A</b>	256/64k	\$48.00	\$55.50	\$64.00	\$70.50	\$93.50	\$137.00	\$194.00	\$282.50	\$0.089
<b>B</b>	512/128k	\$67.00	\$75.00	\$83.00	\$90.00	\$112.50	\$156.50	\$213.00	\$301.50	\$0.071
<b>C</b>	512/512kS	\$120.00	\$128.00	\$136.00	\$143.00	\$165.50	\$209.00	\$266.00	\$354.50	\$0.071
<b>D</b>	1500/256k	\$97.00	\$105.00	\$113.00	\$120.00	\$143.00	\$186.50	\$243.00	\$331.50	\$0.062
<b>E</b>	8000/384k	\$113.00	\$121.00	\$129.50	\$136.00	\$159.000	\$202.50	\$259.00	\$348.00	\$0.062

Plus Set Up Fee \$196.00 - Service Changes \$20.00

\*includes 7 public fixed IP addresses  
Effective 1/6/2010

All prices inclusive of GST

## 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 plan do you require? A B C D E (circle)

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 \$192.50 first hour/part thereof, then \$48.12 per 15 mins 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. For these terms and conditions please refer to our website: [www.teksupport.net.au](http://www.teksupport.net.au)

Signed \_\_\_\_\_

Dated. \_\_\_\_\_