

Oils Aint Oils

Why is my business ADSL more expensive than my home connection?

This is a question asked many times and the quick answer is that you are not comparing comparable products. Tek speak can be daunting or boring to most people. At Teksupport, we try and speak your language and put things in terms you understand. In the past, the major telcos went too far and dumbed down the internet into Dial-up, ADSL, and ADSL2. However, this is unfair to business owners as there are implications to businesses if a cheap, home-grade connection is used for work.

ADSL is comparable to whiskey. An 18-year old single malt is in a different league to a cheap blend. Sure, it costs more, but you get what you pay for. A \$9.95/month home connection may be cheap, but you are sacrificing reliability, for a highly congested network.

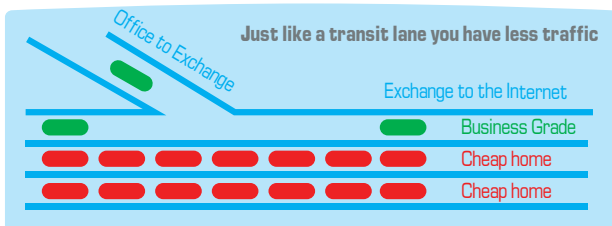
Will I get ADSL2+ speeds?

Marketing hype boast ADSL2+ speeds as 3 x faster than ADSL, with a maximum of 24 mega bits per second. What they don't say is that this speed is only obtainable if you are closer than 300 metres to the exchange! ADSL2+ speeds drop off so rapidly, that if you are more than 4 km from the exchange, there is no difference between ADSL and ADSL2+

How can some home providers afford to sell at such a low price?

Telco companies and resellers can lease the same connection at the exchange to multiple subscribers. This is called the contention-ratio of the line, and a low contention-ratio means that there are few connections on the line, and a high value means there are many connections on the line.

By selling the line to multiple connections, telco companies can lower their prices, but this comes at a cost to businesses. The connection onto the main internet backbones (like highways) are congested.



You may have a fast ADSL2+ connection from work or home, but once you get onto the exchange and the backbones, then you may have to share that with many people.

A customer of ours has this problem. Their internet loses connection or runs woefully slow at around 4pm each day. Just the same time as the schools close and World of Warcraft fires up!

As a business owner, reliable & stable communications are a must.

The benefits of a Teksupport business-grade ADSL

- Low contention ratio - connections are not shared by many other users. You can use the internet when you need to.
- Small hops from the highway - You may have a super-fast connection, but if there are many traffic lights between you and the freeway, this will slow you down. Teksupport's ADSL is 2 hops from the Telstra backbone, 3 hops to Sydney, 6 hops to California and 10 hops from Google.
- We actively monitor your ADSL connection 24/7, and can let you know, before you do, that you have a problem.
- Our staff contact and handle problems with the telcos on your behalf. Do YOU want to be tied up for 90 min on hold while your call is routed offshore? Let us handle that.
- Some business-grade ADSL connections drop data if a secure VPN is used. Teksupport's ADSL is designed to work with the secure connections between branch offices and head office.



A real-life example

This is the story of my home connection with a major telco who boasted the fastest ADSL in Australia. I was transferred from their ADSL to ADSL2+ network and overnight had 15-50% data loss, and a connection that dropped out every day, sometimes for hours at a time.

After moving from their super-fast ADSL2+ to Teksupport's ADSL my connection is now up all the time, with no data loss.

As a bonus, the real speed at home is faster with Teksupport's ADSL than the other home ADSL2+. You get what you pay for!

Call us at Teksupport to discuss how we can help with your internet connection. The smooth operation of your business is important to us.

Teksupport Movie Competition!

Enter your name on the response form on our web site to go into the draw to

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Where required

