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Netspace

plug.yourself.in

Business DSL

Broadband

Super fast Internet Access

Need advice or ready to connect to DSL?

Call a Netspace consultant on

1300 360 025

Netspace Online Systems

Level 1, 683 Burke Road, Camberwell VIC 3124

Webpage: www.netspace.net.au **Email:** business@netspace.net.au



What is DSL?

DSL is an innovative and cost effective way to connect to the internet using digital broadband technology. DSL uses specialised equipment at both ends (at your telephone exchange and your computer) and in between, uses existing standard copper telephone lines to deliver data and files at a very high speed. A Netspace DSL service is a dedicated connection, meaning that you are online 24 hours a day, seven days a week.

How does DSL work?

DSL modems use digital coding techniques to squeeze up to 99% more capacity out of a phone line without interfering with your regular phone services. This means you could be simultaneously talking on the phone or sending a fax whilst surfing the web or sending and receiving email.

DSL vs ISDN

There are substantial cost (over 60% annually) and time savings to be made by using DSL instead of ISDN for internet connectivity. For a comprehensive breakdown of these savings, refer to the webpage: <http://www.netspace.net.au/>

What are the main benefits of DSL?

- Simultaneous, super fast internet and voice/fax capabilities over a single, standard telephone line.
- Uninterrupted, high speed internet connection that's always on.
- Cost effective solution for businesses, professionals, telecommuters and internet "power users".

Standard features

- 1 static IP address—allowing businesses to run internal mail, web and FTP servers. Additional static IP addresses are available at extra cost.
- 1 email address (username@netspace.net.au)
- 10Mb webspace available on the Netspace server at (<http://username.customer.netspace.net.au>)
- Netspace 56k modem account for remote dial-in (usage rate applies). For use when traveling or when you're away from your DSL connection.

Support

Netspace does not charge extra fees for telephone Help Desk support. The Enterprise Support Desk, specifically for business customers, is available during business hours (8am–6:30pm weekdays). The Netspace Helpdesk is available during the hours 8am–10pm weekdays and 10am–6pm on weekends.

Speeds

Netspace Business DSL is capable of speeds up to 6000kps download and 640Kps upload. This means connecting to the internet, uploading and downloading, is extremely fast.

(It is important to note that the speeds indicated are line speeds. Internet access will incur some additional overheads that may result in downloads slower than these.)

File Size	Modem	ADSL		
		256Kb/64Kb	1.5Mb/256Kb	6Mb/640kb
150Kb	42s	4.7s	0.8s	0.5s
8Mb	42m	4m 10s	43s	27.3s
32Mb	1h 16m	16m 40s	2m 50s	1m 50s

Ease of Use

- Netspace DSL connections require no PPPoE/A software installation on your computer to authenticate your DSL connection.
- Direct ethernet connections to your network/gateway via an DSL modem or router

About Netspace

Established in 1993, Netspace is 100% Australian owned and operated and one of the longest established Internet Service Providers in Australia. It is also one of the most decorated, having been awarded the Editor's Choice from PC Magazine and APC's highly commended award. We have PoPs in every state capital and most major provincial cities, which combined with our range of flexible Broadband Internet plans provides our customers with the widest possible choice for getting connected.

Business ADSL Plans and Pricing

Service Package	Speed	Plan	Monthly Fee	Monthly download allowance	Excess charges/Mb
Business ADSL 256	256k/64k	Plan 1	\$49.95	500Mb	9.9 cents
		Plan 2	\$99.95	5Gb	9.9 cents
		Plan 3	\$199.95	20Gb	9.9 cents
Business ADSL 512	512k/128k	Plan 1	\$69.95	500Mb	9.9 cents
		Plan 2	\$139.95	5Gb	9.9 cents
		Plan 3	\$239.95	20Gb	9.9 cents
Business ADSL 1500	1500k/256k	Plan 1	\$119.95	500Mb	9.9 cents
		Plan 2	\$199.95	5Gb	9.9 cents
		Plan 3	\$299.95	20Gb	9.9 cents
		Plan 4	\$599.95	50Gb	9.9 cents

Business (Symmetric) DSL Plans and Pricing

Service Package	Speed	Plan	Monthly Fee	Monthly download allowance	Excess charges/Mb
Business SYM 512	512k/512k	Plan 1	\$159.95	500Mb	9.9 cents
		Plan 2	\$239.95	5Gb	9.9 cents
		Plan 3	\$339.95	20Gb	9.9 cents

Setup Fee: All Business ADSL/DSL plans have a once off setup fee of \$129

- Minimum term of agreement is 12 months and invoices are due within 14 days of issue. Higher usage plans are available on request. Time spent using the provided Netspace dialup modem account is charged at \$3.30 per hour.
- Additional phone filters are available for purchase. Remember you need one filter per device connected to your ADSL telephone line.
- Proposed ADSL telephone line must be a direct line leased by the applicant.
- Unused Monthly Data Allowance does not accrue.
- Additional IP's are available as upgrade options (additional charges apply).
- Above prices do not include modem or router. See *Section 3* for equipment rental options.
- All prices quoted include GST.
- Allowance is based on data received to the service. Uploads are free of charge. For a list of sites which qualify as free traffic, visit <http://sfoa.netspace.net.au/adsl/downloads/>

Ready to connect? Fax your completed application and supporting documentation on:

Fax: 1300 301 518

Melbourne Metro Fax: (03) 9811 0097

Corporate ADSL Plans and Pricing

Service Package	Speed	Plan	Monthly Fee	Monthly download allowance	Excess charges/Mb
Corporate 2000	2000k/640k	Plan 1	\$450	10Gb	9.9 cents
		Plan 2	\$650	20Gb	9.9 cents
		Plan 3	\$1150	50Gb	9.9 cents
Corporate 4000	4000k/640k	Plan 1	\$580	10Gb	9.9 cents
		Plan 2	\$780	20Gb	9.9 cents
		Plan 3	\$1280	50Gb	9.9 cents
Corporate 6000	6000k/640k	Plan 1	\$645	10Gb	9.9 cents
		Plan 2	\$845	20Gb	9.9 cents
		Plan 3	\$1345	50Gb	9.9 cents

Corporate SYM Plans and Pricing

Service Package	Speed	Plan	Monthly Fee	Monthly download allowance	Excess charges/Mb
Corporate SYM 512	512k/512k	Plan 1	\$425	10Gb	9.9 cents
		Plan 2	\$625	20Gb	9.9 cents
		Plan 3	\$1125	50Gb	9.9 cents
Corporate SYM 1000	1000k/1000k	Plan 1	\$468	10Gb	9.9 cents
		Plan 2	\$668	20Gb	9.9 cents
		Plan 3	\$1168	50Gb	9.9 cents
Corporate SYM 1500	1500k/1500k	Plan 1	\$525	10Gb	9.9 cents
		Plan 2	\$725	20Gb	9.9 cents
		Plan 3	\$1225	50Gb	9.9 cents
Corporate SYM 2000	2000k/2000k	Plan 1	\$568	10Gb	9.9 cents
		Plan 2	\$768	20Gb	9.9 cents
		Plan 3	\$1268	50Gb	9.9 cents
Corporate SYM 4000	4000k/4000k	Plan 1	\$920	10Gb	9.9 cents
		Plan 2	\$1120	20Gb	9.9 cents
		Plan 3	\$1620	50Gb	9.9 cents

Setup Fee: All Corporate plans have a once off setup fee of \$450

- Minimum term of agreement is 12 months and invoices are due within 14 days of issue.
- Time spent using the provided Netspace dialup modem account is charged at \$3.30 per hour.
- Additional IP's are available as upgrade options (additional charges apply).
- Above prices do not include modem or router. See *Section 3* for equipment options.
- Unused Monthly Data Allowance does not accrue.
- All prices quoted include GST.
- Corporate Plans are provisioned through Nextep Broadband (a division of NEC Australia).
- Allowance is based on data received to the service. Uploads are free of charge. For a list of sites which qualify as free traffic, visit <http://sfoa.netspace.net.au/adsl/downloads/>
- Installations requiring more than 20 metres of cabling may incur additional charges.



Free-Ads Online

Business DSL Application

For help completing this form, please call sales on 1300 360 025 (local call)

Section 1: Customer Details

Company:

ACN/ABN/RBN:

Contact Name:

Business Street Address:

Suburb/City: State: Postcode:

Telephone AH: BH:

Fax: Mobile:

Existing e-mail address:

Proposed DSL Line Phone Number: (.....)

Address where service is to be installed (leave blank if same as above):

Please check with a Netspace consultant to confirm if your preferred Business Broadband plans are available in your area.

Is the proposed DSL number an existing DSL connection?

Yes ☐ No ☐

If Yes, what is the account number for the service:

Technical Contact

Contact Name:

Tel BH: Fax: Mobile:

E-mail address:

Section 2: Service Package

Tick the options which apply:

Section 2a:

- | | | |
|---|---|---|
| <input type="checkbox"/> Business 256 | <input type="checkbox"/> Business 512 | <input type="checkbox"/> Business 1500 |
| <input type="checkbox"/> Business SYM 512 | | |
| <input type="checkbox"/> Corporate 2000 | <input type="checkbox"/> Corporate 4000 | <input type="checkbox"/> Corporate 6000 |
| <input type="checkbox"/> Corporate SYM 512 | <input type="checkbox"/> Corporate SYM 1000 | <input type="checkbox"/> Corporate SYM 1500 |
| <input type="checkbox"/> Corporate SYM 2000 | <input type="checkbox"/> Corporate SYM 4000 | |

Section 2b:

- ☐ Plan 1 ☐ Plan 2 ☐ Plan 3 ☐ Plan 4 - Business 1500 only

Section 2c:

- ☐ I require a modem (see Section 3).
- Approved modems, software and filters must only be those listed at <http://business.netspace.net.au/>

Section 3: Additional Equipment and Features

For full details on equipment approved for use with the Netspace DSL services, please visit the 'Required hardware' section of <http://business.netspace.net.au/>

Tick the following features and equipment you wish to order with your connection:

Additional IP Addresses

Cost: \$20/month per block

- ☐ 4 IP's (2 usable) ☐ 8 IP's (6 usable) ☐ 16 IP's (14 usable) ☐ 32 IP's (30 usable)

DSL Modems (purchased outright)

- ☐ Netcomm NB 1300+4 (\$129.00) ☐ Netcomm NB 5580W (\$269.00) (Wireless router with firewall)
- ☐ SHDSL Netcomm NB 702 Modem (\$599.00) ☐ SHDSL Netcomm NB 704 Modem (\$1,000.00)

DSL phone line filter/splitter

Filter: Qty @ \$22.50ea \$

Filter/Splitter: Qty @ \$29.95ea \$

Shipping

\$15.50 shipping and handling (Australia wide) \$15.50

Any equipment sharing your DSL line, other than your DSL modem, must be connected to your telephone plug via the use of an approved filter. If you have phones or any other phone devices in different locations in your premises connected to the same line ie: same telephone number, you will need to install additional filters for each of these devices.

Section 4: Payment Details

☐ Purchase Order (Please fax through with forms)

Credit Card

☐ Bankcard ☐ Visa ☐ Mastercard ☐ American Express

Card Number: Expiry:

Charge Amount:

Cardholder name:

Cardholder signature:

I understand and authorise Netspace to debit the above nominated credit card with the connection fee, the ongoing monthly payment plan and any additional purchases ordered on this form (such as extra line filters). I have read the SFOA and understand that any excess charges such as modem dialup use and excess data transfer charges will be debited to this nominated credit card.

Section 5: Agreement

By submitting this application, you agree to accept service from Netspace under our standard form of agreement at <http://sfoa.netspace.net.au>

Certain ADSL wholesalers require ADSL users to give these acknowledgments in writing. You give them both to us and to the ADSL services component provider.

You acknowledge that: (a) the installation and operation of ADSL service may cause temporary disruption in your standard telephone services or a monitoring service; (b) the installation and operation of a monitoring service may cause temporary disruption to an ADSL service; (c) the installation and operation of an ADSL service may mean that certain telephony products designated as incompatible products will not be supplied to you using the same telephone line; (d) any provider of a monitoring service used by you has been notified that: (i) installation and operation of an ADSL service may cause temporary disruption in the standard telephone services or a monitoring service received by you; and (ii) installation of equipment such as central splitters and network termination devices may be required.

Customer Signature: Date:

What happens next

1. Upon receiving your application, a consultant will call you to confirm your details and advise of omissions in your application (if any).
2. Once we receive all necessary documentation, your account will be processed.
3. A request is then sent to our wholesaler to check your phone line and exchange to see if DSL is available to you.
4. Within 4–6 business days, we receive notification from our wholesaler on the outcome of this check. This outcome can have three (3) different possibilities.
 - The line and exchange check were successful, you can have DSL
 - The line and or exchange are incompatible. Terminal, i.e. Incompatible line type.
 - The exchange still has codes for previous DSL supplier, which must be removed in order for Netspace to supply DSL or there are no ports available at the exchange.
5. A consultant will call, or email you, to inform you of this outcome.
6. If the line and exchange check were successful, we will proceed to send you relevant paperwork and equipment.
7. If the line and exchange check was unsuccessful, we will terminate the account.
8. Within 6–15 business days (depending on wholesaler) of receiving a successful acknowledgment, our wholesaler will inform us that the work on your exchange has been completed.
9. A consultant will call, or email you, once more to inform you of this.
10. Your account/billing will then be activated in our database.

Glossary

Peer to Peer (P2P)	Data transferred from another Netspace ADSL customer within the same state is not counted in monthly download limits.
SFOA	Standard Form Of Agreement. Available for viewing at http://sfoa.netspace.net.au/
Terminal rejection	A rejection notice from our wholesaler, that cannot be rectified. Eg. Incompatible Infrastructure, Transmission loss too high.
Transmission loss too high	You are too far from the exchange.

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