



# Naked ADSL2+ Broadband



## Price/Plans

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Spin Naked ADSL2+ allows you to disconnect your landline phone and convert it into a broadband-only line; essentially saving on monthly line rental. There's no need to keep paying over priced line rental for a home phone service you don't use!

You can finally disconnect your expensive landline phone and still enjoy the benefits of a high speed broadband service.

Our Naked ADSL2+ product differs from our competitors, we offer a complementary VoIP (Voice over IP) or Internet Telephone service at highly competitive rates. To provide even more savings we're offering FREE! \$20 per month bonus VoIP credit to use on our VoIP service. Further to this we are including a FREE! Direct Inward Dial (DID) Number for you to use so people on a normal landline phone can call you on VoIP, in the same way as they would now.



This service is aimed at those customers who primarily use a mobile phone service and/or Internet Telephone (Voice over IP).

Once connected, your existing phone service will drop off and become converted into a data only line.

We have invested with our network partner in a wide reaching broadband service. There has never been a better time to switch ISP's and save.

## Naked ADSL2+ Broadband

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| Plan Name   | Included Data | Price   |
|-------------|---------------|---------|
| 5 GB Naked  | <b>5 GB</b>   | \$54.95 |
| 15 GB Naked | <b>15 GB</b>  | \$64.95 |
| 25 GB Naked | <b>25 GB</b>  | \$74.95 |
| 40 GB Naked | <b>40 GB</b>  | \$84.95 |
| 50 GB Naked | <b>50 GB</b>  | \$94.95 |

## Benefits

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- High speed ADSL2+ Broadband
- No more line rental and landline phone
- Complementary VoIP service with FREE \$20 bonus VoIP credit per month
- FREE Direct Inward Dial Number (DID) per month
- Our VoIP Service does not add to your usage
- 'Always on' connection
- No excess download charges (shaped to 72kbps)
- 12 FREE E-mail addresses
- 20 Gigabytes of FREE PIPE Peering Content (excluding 5GB Naked plan)
- 50MB of FREE Webspace
- FREE data uploads
- FREE 7 day email and telephone support from our Australian-based call centre
- FREE Virus and Spam scanning of your email
- FREE webmail access to check your emails from anywhere, worldwide

## Activation Fees

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| Activation Type  | 6 Months | 12 Months | 24 Months | 36 Months |
|--|----------|-----------|-----------|-----------|
| <a href="#">New Service</a><br><a href="#">Click for more info</a>     | \$200    | \$100     | \$75      | FREE!     |
| <a href="#">Convert Service</a><br><a href="#">Click for more info</a> | \$150    | \$50      | \$25      | FREE!     |
| <a href="#">Churn Service</a><br><a href="#">Click for more info</a>   | \$100    | \$40      | \$20      | FREE!     |

## Modem

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|  | Model         | Price    |
|--|---------------|----------|
| <b>USB &amp; Ethernet ADSL Router (1 Port)</b> | BiPAC 5210S   | \$ 79.00 |
| <b>Ethernet Router ADSL (4 Port)</b>           | BiPAC 7300    | \$ 99.00 |
| <b>Wireless ADSL Router with VOIP (4 Port)</b> | OPEN824RLW    | \$149.00 |
| <b>Advanced Ethernet ADSL Router (4 Port)</b>  | BIPAC 7402L-M | \$199.00 |

If you have an existing ADSL2+ compatible modem, you are not required to purchase a new modem from us.

## Things To Know

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- Only download data is calculated, upload data is free!
- 30 days notice of cancellation is required in writing.
- Nexus plans are not available to business customers. If you do have a business line you may convert to a residential line once the service has come across to Spin but you will lose the benefits of this business line including directory listing. If you wish to do this, please select a Residential connection on signup.
- The data rates available to a particular ADSL customer are affected by many factors, and some by quite significant amounts.
- These include:
  1. The length of copper wire from the exchange.
  2. The number of, and type of, other services being used over copper pairs in the same cable by other customers.
  3. The configuration and line quality of the copper wire pair between the exchange and the customer's premises.
  4. Electrical interference from outside sources (such as electric motors).
  5. The configuration of the copper wiring within the customer's premises.
  6. The software configuration and application on the customer's computer (in particular how it uses the uplink back to the exchange) .
  7. The customer's hardware or modem.
  8. The capacity of, load on, and access data rate of the destination host computer which the customer is accessing.
- Download quota is the amount of data you may download in any given month. Any unused data is forfeited at the end of that billing month. For the purpose of calculation, 1GB = 1000MB.
- Free credit on your bill is a once off and is applied to your first bill. It will not be rolled over onto following month's.
- ADSL2+ phone bundles do not support complex services such as Line Hunt, FaxStream or Indial. If you have a complex Value Added Service(VAS) and wish to port you will need to have the complex VAS removed prior to submitting the porting request.
- If you try and switch your home telephone away from Spin in the future, you may lose your number. Exceptions to this is if you port away to selected carriers with bi-lateral agreements. These currently include Telstra, Primus and Optus.

- If you wish to downgrade your plan (to a plan of lesser value and/or included data) there is a fee of \$20 for each downgrade. If you are currently receiving any discounts or promotions you will lose them on downgrade.
- Should you have a rented Telstra handset, you are required to return it or will be charged a \$50 fee for purchase in the first month.
- Applications which are cancelled after processing has commenced, but before the order has been submitted to our wholesaler is subject to a fee of \$100. Cancellation requests received after the order has been lodged with our wholesaler will be subject to standard cancellation fees and conditions.
- ADSL2+ Bundles take approximately 10-14 working days to provision.
- Existing customers upgrading from ADSL1 to ADSL2+ If you upgrade within the first 6 months of your minimum term, a fee of \$99 applies, in addition to the ADSL2+ Line Activation Fee. If you upgrade after the first 6 months of your minimum term, and are still within your minimum term, a fee of \$49 applies, in addition to the ADSL2+ Line Activation Fee. If you upgrade outside of your minimum term, no fee applies except the relevant ADSL2+ Line Activation Fee.
- Early disconnection fees applies (\$449 pro-rata). For example, if you cancel your contract 9 months into a 12 month contract you have to pay a termination fee of  $\$449 \times 3/12$  (where 3 is the number of months left to run on the contract, divided by 12 months) = \$112.25.
- If you cancel the Service before the minimum Term ends, you must pay back any discounts or special offers you received to sign up for that Term.

## Payments

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- Payments can be made by credit card, or direct debit.
- All prices on this page include GST.

## Static IP Addresses

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Should you wish to host your own web server or email server on your connection you may rent a static IP address at \$11.00 per month.

If you would like pricing on more than 1 static IP, please contact [sales@spin.net.au](mailto:sales@spin.net.au)



## What is Naked ADSL2+?

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ADSL2+ or Asymmetric Digital Subscriber Line 2+ is the new standard of broadband technologies which has the potential to reach theoretical speeds of up to 24 megabits per second.

Upstream speeds are also increased with a maximum theoretical upload rate of 812 kilobits per second (double that of the highest ADSL1 connection rate).

Naked ADSL2+ is aimed at those who do not require a landline telephone (saving on line rental per month). Customers may instead use a mobile phone and/or Internet telephony (VoIP) service.

Our ADSL2+ Broadband plans have acceptable local speeds as follows:

| Line length from the exchange | Acceptable speeds (In Kilobytes) |
|-------------------------------|----------------------------------|
| Less than 1KM                 | 1.5Mbps (150KB/sec) – 20Mbps     |
| Less than 2KM                 | 1.5Mbps (150KB/sec) – 14Mbps     |
| Less than 3KM                 | 1.5Mbps (150KB/sec) – 7Mbps      |
| Less than 4KM                 | 1.5Mbps (150KB/sec) – 4Mbps      |
| Less than 5KM                 | 1.5Mbps (150KB/sec) – 2Mbps      |

ADSL2+ is delivered over traditional copper lines or “loops”. It uses the same wires as your existing telephone service.

Access to ADSL2+ is via a modem/router connected to your computer which sends and receives its digital signals through your copper line.

From your premises, the copper line connects to the Pit or Pillar which services your street. From the pit/pillar your copper line usually connects directly to your local telephone exchange, where it plugs into your ISP's equipment - referred to as a DSLAM (Digital Subscriber Line Access Multiplexer).

One of the biggest advantages of Naked ADSL2+ is that you don't require a landline phone. You also have a direct connection to the exchange so you don't suffer from local neighborhood "congestion" as you would with Cable broadband. It is also "always on" so you don't necessarily have to reconnect every time you want to use it.

It's time to upgrade to one of Australia's fastest broadband services.

## What is Voice over IP? (VoIP)

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Spin Naked VoIP is a new bundled service aimed at saving you money on all of your telephone calls. By using the Internet to make and receive calls, you can drastically cut your traditional telephone bill by more than half!

All you need is an approved VoIP modem, ATA (analogue telephone adaptor) or Softphone coupled with your VoIP service number and password, and you are ready to start saving.

We understand that every cent counts and we want to pass the savings on to you. There has never been a better time to start making and receiving calls over the Internet.

## Equipment Required

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- ADSL or ADSL2+ compatible modem / router.
- An ADSL2+ Filter for every telephone device in the house (i.e. per phone, fax machine, Foxtel digital etc).
- A PC or Laptop which meets our minimum requirements.
- A telephone cable to go from the back of the modem / router to the wall socket/filter (most modems will include these).
- An Ethernet or USB cable (depending on your modem) to go from the back of the modem / router to your PC or Laptop (if using a wired connection).

## Minimum System Requirements

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- Pentium 600MHz or equivalent (1GHz or above is preferred)
- Windows 2000, Windows XP Home / Professional, Windows Vista or Mac OSX and above.
- 128MB RAM for Windows 2000 or 256MB RAM for Windows XP
- Internet Explorer 5.5 or above
- Network Card with Ethernet Input or USB 1.1 Compatible.

## Supported Hardware List

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Our Technical Support team provides "full" support for the modem's listed below. If your modem is not listed, we may still support it but not to the extent of our own modems.

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|------------------------|--------------------|
| * Billion 5210S        | * Billion 7300     |
| * Billion 7300G        | * Billion 7404VGP  |
| * Billion 7402R2       | * Billion 7402L    |
| * Open Networks 824RLW | * Dynalink RTA1320 |
| * Dynalink RTA1335     |                    |

For more information call:



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