Netspace

plug.yourself.in

LITTLE RED NETBOOK

WELCOME TO NETSPACE

WELCOME

You've reached Netspace. We're a lot more switched on than the average ISP and you've made the right choice.

This Little Red Netbook contains all the information you need to get online.

You can also use it to guide you through tasks like setting up your email, changing your password or checking your Internet usage. It's here to answer common questions and to help fix any problems you may encounter. You'll save time by keeping it close at hand.

To discover a little more about Netspace, your Netspace account and where to find help, just turn this page. Or, to get straight to the action, broadband customers can flip to page 5, and dial up customers to page 26.

Welcome to the service!

Stuart

Stuart Marburg
Managing Director
Netspace Online Systems

CONTENTS

Netspace

GETTING YOU STARTED

YOUR ACCOUNT INFORMATION

Your account details can be found on the covering letter we've included with this booklet. These details are what you need to log in to Netspace.

Account username This uniquely identifies you on the Netspace network. You use it when you want to access protected services such as your webmail or your usage statistics. You also first use it to log in and connect to us and in this case if you are an ADSL customer you will need to add @netspace.net.au on the end.

Account password This is your password. The security conscious will memorise it and then eat the covering letter. For the rest of us, it's probably enough to put it somewhere safe. If you'd like to change it, you can find instructions on page 11.

Your email address This is your new Netspace email address. It's your username with @netspace.net.au appended. We'll sometimes use it to send you important information. For instructions on checking your mail, and protecting yourself from viruses and unwanted spam, jump to page 12.

You can manage your Netspace account online using the MyNetspace Account Tools. Log on to MyNetspace Account Tools at: http://my.netspace.net.au

WHO'S WHO AT NETSPACE?

Netspace is a multi-award winning Australian ISP. We make it a priority to invest in a helpful team of experts who look after our customers. We also like to help by keeping things simple. You can direct your queries to either of our professionally trained teams below.

Customer Service

If you have an administrative enquiry about your Netspace agreement, billing, or anything else about your Netspace account, you can email or telephone our Customer Service team. It's their mission to help you out.

Technical Support

Our Technical Support team are professionally trained, bona fide experts. They've also spent far too much time with computers, so we can trust them to know how to fix any technical troubles you encounter. If you can't quickly solve a problem using this Netbook or our extensive online support section, you can contact them using the details under 'Need Serious Help' over the page.

Find Netspace contact information at:
http://www.netspace.net.au/internet_provider/contact.php

GETTING YOU STARTED

NEED SERIOUS HELP?

You can get support fast with comprehensive solutions at
http://support.netspace.net.au.

Alternatively, we're happy to help you out over the phone,
or by email.

For administrative or accounts queries, you can contact our
Customer Service team from 8.30am to 7pm weekdays, or
10am to 5pm Saturdays (AEST).
Email: accounts@netspace.net.au
Phone: 131 456

For technical help, contact our Technical Support team,
available 8am to 10pm weekdays and 9am to 5pm
Saturdays and Sundays (AEST).
Email: helpdesk@netspace.net.au
Phone: 131 456

Calling from mobile phones will incur higher call charges.

You can find all Netspace contact information at:
http://www.netspace.net.au/internet_provider/contact.php

RULES OF THE GAME

The Netspace Standard Form of Agreement (SFOA) can be
viewed online or from one of our offices.   While it's not
exactly edge-of-your-seat reading, it does set out the terms
and conditions both you and Netspace agreed to when you
signed up.

View the Netspace SFOA at:
http://www.netspace.net.au/sfoa

MORE THAN A GREAT ISP

Netspace Home Phone

Switch your phone service to Netspace and start enjoying
great call rates all day - every day. You'll also get a discount
every month off selected broadband plans while you stay
connected with Netspace Home Phone. Life is simpler and
less expensive with Netspace as the single provider of your
Internet and home phone needs.

Learn more at www.netspace.net.au/phone/homephone/

Netspace VoIP

Make calls over your Broadband Internet connection using
Netspace VoIP (Voice over Internet Protocol) for big savings
on long distance calls.
Learn more at www.netspace.net.au/phone/voip/

Netspace Movies

WebFlicks is the new and easy way to rent DVDs.
Take as long as you like to watch your movies and say
goodbye to late fees forever - it's so convenient!
Learn more at www.netspace.net.au/movies/

Netspace Podcasts

Listening to Netspace Podcasts is a great way to learn about
the Internet and all the features that are available with your
Netspace account.

Learn more at http://support.netspace.net.au/podcasts/

THE STEPS TO CONNECT

WHAT HAPPENS NOW?

You've selected Netspace, and we're now working to deliver broadband ADSL to your home.

Whenever you like, you can check what's happening with your application using Netspace's online status check under 'Recently Joined?' at www.netspace.net.au.

When your broadband ADSL connection is ready and your account is activated, you'll receive a phone call or SMS text from Netspace telling you you're ready to go.

While you're waiting, you can take advantage of your free Netspace back up dial up account to get online. See 'We've Got You Covered' on page 07.

The Netspace Broadband activation process moves through the following steps:

Step 1
Your telephone exchange and line will be checked to ensure they are broadband ADSL enabled. If they are, your credit card or direct debit bank arrangement will be billed for the total amount of the connection fee, plus the first month's fee in advance. If broadband ADSL is found to be unavailable on your nominated phone line, Netspace will refund the total amount within 7 business days of this determination.

Step 2
Netspace will generally receive notification of broadband ADSL availability on your telephone line within 5 to 10 business days. If you are churning (switching from another provider), this process takes approximately 3 to 4 business days. ADSL2+ can take a little longer.

Step 3

Once broadband ADSL availability has been confirmed, your broadband ADSL modem will be dispatched to you by courier if you selected to purchase one from us. If you are not home to receive your modem our courier will leave a note and instructions on how you can arrange for redelivery.

Step 4

When your account is activated Netspace will notify you by telephone or an SMS text message. Customers notified by SMS will also receive their Netspace username and password in the text message (along with notification via mail). This date is your account's "Anniversary Date" and you can then log in to the network and begin using your broadband ADSL connection.

WHAT'S THIS?

Churning: *Churning means you're switching from one broadband ADSL provider to another. You are doing so with the least possible disruption to your broadband service, and you're saving on connection costs. Strangely, none of it has much to do with making butter.*

Broadband ADSL: *Broadband ADSL is the name of the technology that allows you to access the internet digitally. ADSL stands for Asymmetrical Digital Subscriber Line. A broadband ADSL internet connection runs continuously over your usual telephone line, while still letting you place and receive calls. It's labelled Asymmetrical because your download speed is different to your upload speed – both of which are really, really fast.*

THE STEPS TO CONNECT

BACK UP DIAL UP ACCOUNT

As a broadband customer, Netspace also provides you with a back up dial up account.

You can use it to get online while you're waiting for your broadband service to be connected.

It's also handy to have in the event that your service is interrupted, though this isn't a regular occurrence.

Usage accrued using the dial up connection counts towards your broadband data allowance. But otherwise, the best part is it's absolutely free!*

* "absolutely free" does not include the cost of the connecting phone call.

For instructions on setting it up, see 'The Technical Stuff' on page 14.

You can speed up your dial up account with Netspace Accelerator. Pages that previously took almost 30 seconds to load can now be viewed in less than 7 seconds or faster.

Learn more about Netspace Accelerator at:
http://www.netspace.net.au/dial_up_internet/accelerator.php

USEFUL LINKS

http://www.netspace.net.au/accounts/pdfs.php
Various Netspace customer forms useful in changing account details.

https://webmail.netspace.net.au/
Access your emails via Netspace Webmail.

https://my.netspace.net.au/SpamFiltering/
Free Spam and Email Virus Filtering is available to all Netspace customers on their email accounts.

http://my.netspace.net.au
Access to the Netspace usage meter and the range of online account tools.

http://www.gamespace.net.au/
Get into online gaming with Gamespace! Gamespace is a free service to Netspace customers.

http://school.gamespace.net.au/
Learn how to play online games here at Gameschool – it's a free service to Netspace customers.

https://my.netspace.net.au/myNetspace/galleryTerms.do
Create your own personal online photo album with Netspace Gallery.

http://www.netspace.net.au/sfoa/free_access.php
As part of your service, broadband customers have access to a range of "free traffic" sites.

http://www.netspace.net.au/internet_provider/contact.php
Netspace dial up contact numbers can be found online here.

http://www.netspace.net.au/referrals/
Earn great rewards for recommending Netspace to friends and family. Learn more online at the Customer Referral Centre today.

THE INFO YOU WANT TO KNOW

THE SKILLS TO PAY THE BILLS

The Netspace Billing Process

Netspace will charge your credit card or direct debit arrangement around 10 days prior to your Anniversary Date. This ensures that we'll have time to contact you should there be a problem with the collection of funds. It's intended to make sure your Internet service won't be interrupted.

Anniversary Date

Your Anniversary Date is the day of the month that your service is confirmed connected. This is the date when your Netspace agreement starts, and also the day that your data usage is calculated. Don't stress if you forget, we'll do the remembering for you.

Invoices

A tax invoice will be emailed to your primary Netspace email address each month when your account is billed. If you'd like to forward your Netspace email address somewhere else, visit https://my.netspace.net.au/my/mail/create-mailbox.cgi

WHAT'S THIS?

ADSL2+ Broadband: ADSL2+ is the next generation of ADSL broadband with lightning-fast download speeds and super-fast upload speeds, many times faster than regular ADSL broadband. It also makes faster speeds available at longer distances from the telephone exchange. The closer you are to the exchange and the better the quality of your equipment - the faster your connection will be.

For more information about ADSL2+ see http://www.netspace.net.au/broadband/adsl2/

FEEL LIKE A CHANGE? *SWITCHING PLANS*

At Netspace, we don't believe in chaining you to a single type of plan. If your speed or usage needs change, Netspace lets you upgrade or downgrade your plan online.

Upgrading and Downgrading Plans

To upgrade visit http://mynetspace.net.au key in your username and password, select 'MyPlan' from the menu on the left, choose 'Upgrade/Downgrade Your Plan' and proceed selecting the plan you need.

In some cases there may be a plan change fee associated with your upgrade or downgrade. We always do our best to minimise or eliminate fees where we can. Where a fee applies we will always tell you in advance. For more details visit http://www.netspace.net.au/broadband/plan-change-terms.php

WHAT'S THIS?

Naked DSL: *Before the introduction of Naked DSL, high-speed ADSL broadband could only be provided to you if you had an active telephone service. Naked DSL is ADSL2+ broadband without an active fixed line phone. If you don't need a fixed line phone and use your mobile phone or VoIP to make calls, you can simplify your life by going Naked.*

For more information about Naked DSL see http://www.netspace.net.au/broadband/naked/

THE INFO YOU WANT TO KNOW

'MYNETSPACE' IS YOUR NETSPACE:
MANAGING YOUR ACCOUNT

You can manage almost everything about your Netspace account using the MyNetspace Account Tools, available at http://my.netspace.net.au.

MyNetspace makes it simple to complete tasks like changing your password and managing your email, right through to changing your plan.

You can use it to check your webmail, purchase additional mailboxes, filter out spam, view your usage, read the latest from the News Desk and more. You can't quite do the laundry yet, but you can do almost everything else.

Check out MyNetspace at: http://my.netspace.net.au

Changing your Password
When you join Netspace we allocate you a randomly generated password.

If you'd like to change it, you can do so using the MyNetspace Account Tools online.

A secure password will contain a mix of upper and lower case letters, numerals or symbols. Unfortunately, that's probably not the name of your pet, or 'morebeer'.

TIP: To change your password visit:
http://my.netspace.net.au

Mailbox Management

As a broadband customer, Netspace provides you with 10 free email accounts, one of which is already set as your primary account (username@netspace.net.au).

You can create new accounts for yourself or create personal accounts for each member of your family. You can then check them using an email client on your computer or on Netspace webmail at http://webmail.netspace.net.au

TIP: To create new mailboxes, or to configure spam and email virus filtering on existing ones, visit http://my.netspace.net.au

FIGHT THE SPAM!
FREE SPAM AND EMAIL VIRUS FILTERING

Netspace dislikes unwanted spam and email viruses as much as you do.

In addition to blocking known spammers, we also offer free spam protection as the first line of defence against unsolicited mail making it to your Netspace mailbox.

Netspace also offers free email virus filtering for your incoming email to help weed out dangerous attachments.

How can I protect myself?

Firstly, enable Spam Filtering and Virus Filtering on your mailbox using the 'Spam and Virus Filtering' link on the MyNetspace Account Tools Page (http://my.netspace.net.au).

THE INFO YOU WANT TO KNOW

FIGHT THE SPAM!
FREE SPAM AND EMAIL VIRUS FILTERING cont...

Please be aware that the free Netspace email virus filter is not a substitute for a comprehensive anti-virus scanner and should only be used in conjunction with your own anti-virus software. If an incoming email is detected as containing a virus, the email will be rejected.

For further details on protecting yourself against threats, see 'Unauthorised Access Prohibited: Online Security' on page 22.

WHAT'S THIS?

Spam: *Spam is unsolicited junk email which someone has sent to you. Spam is usually advertising or an attempt to trick you into giving out personal details. About 20 billion spam messages are sent per day – that's 7.3 trillion annoying messages a year! You should never reply to a spam message as you'll let the spammers know they can target you.*

Virus: *Computer viruses are malicious programs which attack your computer. A bad computer virus can delete files and make your computer run about as fast as a snail. Opening an email with an infected attachment is the most common way to get a virus. Some viruses now even fake messages from your friends to try to trick you into catching them. Luckily, you can protect yourself by running an anti-virus program which stops viruses. Common anti-virus programs include Norton AntiVirus®, McAfee VirusScan®, and Virex®.*

THE TECHNICAL STUFF

Here's where to find instructions on setting up your back up dial up account, your email client, and your broadband ADSL modem. You can also find some advice on online security and some troubleshooting hints.

Getting Online
If you haven't yet connected to Netspace, but you've received confirmation your account is activated and ready, you should refer to the Netspace Broadband ADSL Installation Instructions which came with your modem to get yourself online.

If you have supplied your own modem, see 'Setting up your Broadband ADSL Modem' on page 21.

Setting up your Back Up Dial Up Internet Account
Netspace provides you with a free back up dial up account you can use in the period before your broadband ADSL has been connected, or during infrequent ADSL outages.

WHAT'S THIS?
Proxy: *A proxy server keeps a cache of information about pages on the Internet. If you use it, it helps to make browsing the web faster because it stores copies of web pages in a place that's closer to you. Most large organisations will use a proxy server to save on Internet access.*

GETTING IT SORTED

THE TECHNICAL STUFF cont...

Your broadband ADSL service and back up dial up account cannot connect at the same time.

To set up your back up dial up account, choose from Windows or Mac below:

Dial Up on Windows XP:

Step 1. Click on the "Start" button

Step 2. Click on "Run"

Step 3. Clear the white box and type in INETWIZ then click "Next"

Step 4. Select 'Connect using my phone line' then click "Next"

Step 5. Untick the box stating 'Use area code and dialling rules'

Step 6. Type in the appropriate Netspace dial up number in the telephone box, then click "Next". You can find a list of dial up numbers on page 40

Step 7. Type in your Netspace username and password into the appropriate boxes

Step 8. Click "Next"

Step 9. Clear the white box and type "Netspace"

Step 10. Click "Next", select "No", click "Next", click "Finish"

Your connection is now set up.
Starting Internet Explorer will prompt you to connect.

You can find this at:
http://support.netspace.net.au/dialup/win

Dial Up on Mac OSX:

Step 1.
On the main screen of your computer:

1. Click the Apple Menu in the top left corner
2. Choose System Preferences
3. A new window will be displayed

Step 2.
1. Click the Network icon
2. Another new window will open

You can always press Revert to discard your changes if you think you've made a mistake.

Step 3. Network Control Panel
1. Near the top of this window there is a pull-down list called Show
2. From that pull-down list choose Internal Modem
3. This Control Panel also has four tabs across the centre. We will now look at them left to right.

Step 4. PPP Tab
Here we need to enter the username and password you picked when signing up for your Netspace Internet account.

1. Next to Service Provider type Netspace
2. Type in your Netspace username
3. Type in your Netspace password
4. Type in your local Netspace dial up phone number. You can find a list of dial up numbers on page 40.

GETTING IT SORTED

Step 5. TCP/IP Tab
1. About half way down the screen there is a pull-down list called Configure
2. From that pull-down list choose Using PPP
3. In the field DNS servers type:
210.15.254.240
210.15.254.241

Step 6. Proxies Tab
Netspace does not use any proxy settings but if you do have some set you may not be able to see web pages correctly.

1. Make sure every text box is empty

Step 7. Modem Tab
The default settings in this window are usually correct.

1. For almost all Macintoshes you should select Apple Internal 56k (v.90) from the Modem list

If you have call-waiting you can tick the box that says 'Notify me of incoming calls while connected to the Internet.'

Step 8.
1. Now we're finished making changes and need to save these new settings
2. Click the Apply Now button in the bottom right hand corner
3. Your Macintosh is now ready to connect to Netspace Internet

Close this window and you're done.

SETTING UP YOUR EMAIL

You can configure an email client on your computer to send and receive email. Common email clients include Outlook, Outlook Express, Mac Mail and Mozilla Thunderbird.

We've included instructions below on how set up Outlook Express and Mac Mail, but if you'd like to use a different program you can find some helpful guides here: http://support.netspace.net.au/faq/email.php

The important settings are:

Mail account type:	POP
Incoming mail server:	pop.netspace.net.au
Outgoing mail server:	mail.netspace.net.au
Username:	Your Netspace username
Password:	Your Netspace password
Email-address:	Your Netspace email address (username@netspace.net.au)

To set up email using Outlook Express:

Step 1. Start Outlook Express from the Programs Menu

Step 2. If the settings wizard appears, hit "Cancel" to exit it

Step 3. Inside Outlook Express, choose the "Tools" menu and select "Accounts"

Step 4. On the next screen choose "Add", then "Mail"

Step 5. Type in your full name and press "Next"

Step 6. Type in your Netspace email address and press "Next"

Step 7. Under 'Incoming mail server', type pop.netspace.net.au

Step 8. Under 'Outgoing mail server', type mail.netspace.net.au, then hit "Next"

GETTING IT SORTED

Step 9. Type in your Netspace username and your Netspace password

Step 10. Tick 'Remember Password', then press "Next" and then "Finish"

You should now be able to send and receive mail when connected to Netspace.

To set up email using Mac Mail:
First time setup

Step 1.
Open Mail

At the Welcome to Mail window, enter the following details

1. Full Name: Your name
2. Email Address: Your email address (username@netspace.net.au)
3. Incoming Mail Server: pop.netspace.net.au
4. Account Type: POP
5. User Name: Your Netspace username
6. Password: Your Netspace password
7. Outgoing Mail Server: mail.netspace.net.au

How to add a new account

Step 1.
1. Click Mail, then select Preferences
2. Click the Accounts tab
3. Click the PLUS (+) button to add a new account

Step 2.
1. For Account Type choose POP
2. Description: This will be displayed in the Accounts pane, so it is best to enter either your email address or something meaningful to identify the account
3. Type in for Email Address your email address (username@netspace.net.au)
4. For Full Name type your name
5. Incoming Mail Server should be pop.netspace.net.au
6. Type in for User Name your Netspace username
7. For Password type your Netspace password

Step 3.
1. Click the field next to Outgoing Mail server, Select add server
2. Type in mail.netspace.net .au for outgoing mail server
3. Click "OK"
4. Close the window and click "Save"

   You should now be able to send and receive email when connected to Netspace

You can find this at
http://support.netspace.net.au/broadband/mac

GETTING IT SORTED

SETTING UP YOUR BROADBAND ADSL MODEM

If Netspace has provided you with a broadband ADSL modem, it's best to follow the Netspace ADSL Installation Instructions included with it.

TIP: If you have a modem of your own, you can see if we support it by visiting http://support.netspace.net.au/broadband/hardware

If we do, you'll find a quick guide to setting up your modem there. If your modem isn't listed as supported, you can try the following settings:

Protocol:	PPPoE (Gamers may wish to use PPPoA)
Encapsulation:	LLC
VPI:	8
VCI:	35
Username:	username@netspace.net.au
Password:	Your Netspace password

WHAT'S THIS?
Modem: A modem is a communications device which allows your computer to connect to the Internet. The word modem is shorthand for modulator/demodulator, which means it converts analog signals into digital signals and vice-versa.

UNAUTHORISED ACCESS PROHIBITED:
ONLINE SECURITY

Now that you've connected to broadband ADSL Internet, we recommend you do a few things to protect yourself.

Netspace advocates running a firewall program which will protect your computer from unauthorised access while it's online. Common firewall programs include ZoneAlarm (www.zonealarm.com) and Norton's Internet Security (www.symantec.com).

It's also just as important to protect your computer from viruses. A well written virus will not only make your computer behave like it's throwing a temper tantrum, but might also delete or change your files. To stay properly protected, you should invest in a virus scanner which automatically updates itself while you're online. Common anti-virus programs include Norton's Anti-Virus (www.symantec.com) and McAfee Virus Scan (www.mcafee.com.au).

GETTING IT SORTED

WHAT'S THIS?

Spyware: A piece of spyware is a program which secretly installs itself onto your computer. It monitors your computer without your knowledge or consent. It can cause advertising to continually pop-up, or it might report back to its owner about what web pages you're looking up. Sometimes it will even search for and communicate personal details about you as well. You can stop spyware with a special spyware cleaning tool.

Firewall: A firewall isn't as exciting as the flaming pyrotechnics show the name suggests. A firewall is actually either a piece of software (a program) or hardware (another computer) which protects your computer from unauthorised access when it's online. It blocks out computer hackers and Internet 'worms' (a special kind of virus which spreads between unprotected computers over the Internet). It's important to have a firewall, and some common ones include ZoneAlarm and Norton's Internet Security. Windows XP comes with an inbuilt firewall but you need to turn it on.

STILL CAN'T CONNECT?

If you're having trouble connecting to Netspace, try the following steps:

1. Reboot your computer and turn your broadband ADSL modem off, then on again
2. Try and access the Modem's configuration screen
3. On the one page config, make sure the following settings are entered:

Protocol:	PPPoE
	(Gamers may wish to use PPPoA)
Encapsulation:	LLC
VPI:	8
VCI:	35
Username:	username@netspace.net.au
Password:	Your Netspace password.

4. Make sure your modem has sync. If the ADSL light is blinking/off, unplug all telephone devices (phones/fax machines etc) from the phone line, switch off the modem then turn it on again.

   #### Still no connection?
   It's time to contact Netspace Technical Support.
   See 'Need Serious Help' on page 03.

GETTING IT SORTED

THE INFO YOU WANT TO KNOW

THE SKILLS TO PAY THE BILLS

The Netspace Billing Process
The Netspace billing process will depend on which type of dial up plan you have selected, and what's most convenient for you.

SuperSaver Dial up Plans
If you have chosen a SuperSaver plan, you will need to make payments on a quarterly basis at $23.85 every 3 months. Payments can be made by credit card only.

Extreme (Promo) Dial Up Plans
If you've chosen an Extreme (Promo) plan, you can choose to pay on a monthly or annual basis.

Monthly Payments: Netspace will charge your credit card around 10 days prior to your Anniversary Date. This ensures that we'll have time to contact you should there be a problem with the collection of funds. It's intended to make sure your internet service won't be interrupted.

Annual Payments: With an annual payment you can choose to pay by credit card, cheque, money order or by EFTPOS at the Netspace head office (Level 1, 683 Burke Rd, Camberwell, Melbourne). We'll send you a renewal notice one month prior to your account expiry.

Casual Dial Plans
If you've chosen a Casual Dial Plan, Netspace will charge you an up front annual fee, plus $2.20 per hour of usage. Payments can be made by credit card, cheque, money order or by EFTPOS at the Netspace head office (Level 1, 683 Burke Rd, Camberwell, Melbourne).

Dial 200 Plans (Business Plans)
Netspace Dial 200 Plans give you 200 hours to be used between the first and last day of each month. Any additional hours are charged at an excess hours rate.

Payments can be made monthly or on an annual basis. Monthly Payments: Can be made by credit card only.

Netspace

THE SKILLS TO PAY THE BILLS cont...

Netspace will charge your credit card around the 20th of each month for the following month's access. This ensures that we'll have time to contact you should there be a problem with the collection of funds. It's intended to make sure your Internet service won't be interrupted.

Annual payments: With an annual payment you can choose to pay by credit card, cheque, money order or by EFTPOS at the Netspace head office (Level 1, 683 Burke Rd, Camberwell, Melbourne). We'll send you a renewal notice one month prior to you account expiry. Annual accounts are invoiced annually in advance.

You can check on how many hours you've used at any time by viewing the Netspace Usage Meter online. See 'MyNetspace is Your Netspace' on page 30 for details.

Permanent Plans (Business Plans)
If you have chosen a Permanent 1 or 2 dial up plan, Netspace will send you an invoice monthly in advance. The excess download charges applicable to Permanent 1 dial up plans are invoiced monthly in arrears. Payment is due within 14 days of the invoice. Payments can be made by credit card, cheque, money order or by EFTPOS at the Netspace head office (Level 1, 683 Burke Rd, Camberwell, Melbourne).

Block Hours Plans
Netspace Block Hours Plans are a great way to purchase pre-paid hours and only pay for what you use.

Find out how to check your usage under 'MyNetspace is Your Netspace' on page 30. If you're running low, you can purchase another block of hours online or via our Customer Service team using your credit card. If you wish to pay by cheque or money order you must come into the Netspace head office or mail it to us before the datablock is applied to your account.

Block Hours Plans expire if you haven't used them within 12 months of purchase.

Anniversary Date

Your Anniversary Date is the day of the month that your account was set up. Don't stress if you forget, we'll do the remembering for you.

Invoices

A tax invoice will be emailed to your primary Netspace email address when your account is billed. If you'd like to forward your Netspace email address somewhere else, visit http://support.netspace.net.au.

You can find more details about dial up plans at
http://www.netspace.net.au/dial_up_internet

WHAT'S THIS?
Dial up: *Dial up Internet access is where your computer connects to the Internet by having your modem dial a phone number. Dial up has been surpassed by broadband as the more popular choice for Internet access because it's much faster, always on, and it allows you to make and receive telephone calls while you're connected to the Internet.*

Speed up your Dial Up

Why not speed up your dial up connection, with Netspace Accelerator. Pages that previously took almost 30 seconds to load can now be viewed in less than 7 seconds and sometimes even faster.

Netspace Accelerator is FREE to download and use with any dial up plan (excluding Block Hours and Permanent Plans).

Netspace Accelerator is free to use by customers on a SuperSaver plan for a limited time only.

Tip: To download Netspace Accelerator visit:
http://my.netspace.net.au

THE INFO YOU WANT TO KNOW

FEEL LIKE A CHANGE? *SWITCHING PLANS*

At Netspace, we don't believe in chaining you to a single type of plan. If you need to upgrade or change your dial up plan, contact the Netspace Customer Service team on 131 456, or email: accounts@netspace.net.au.

If you're looking to purchase additional hours or renew your account, you can use the MyNetspace Account Tools at http://my.netspace.net.au.

Take the leap to broadband ADSL
Interested in a high speed, always on Internet connection that makes your old dial up connection feel like it's in the slow lane? Why not move to Netspace Broadband!

On Netspace Broadband you can download at speeds of 256k, 512k,1500k and 8000k or up to 20000k with ADSL2+ (a normal modem connects at 56k). You're also constantly online, so there's no local call charge each time you dial up.

It's a very different Internet adventure.
Get more information at http://www.netspace.net.au/broadband or call 1300 360 025.

> ### WHAT'S THIS?
> **Internet Speed:** *Your Internet speed is the rate at which you can transfer data. The faster your Internet speed, the faster you can browse the web and download files. It's measured in kilo-bits per second, usually referred to as kbps or sometimes just k. A regular dial up modem has a speed of 56k, while broadband ADSL is available in speeds from 256k, 512k and 1500k, right up to a super-fast 8000k. ADSL2+ is also available in some areas with speeds as fast as 20000k.*

MYNETSPACE IS YOUR NETSPACE:
MANAGING YOUR ACCOUNT

You can manage almost everything about your Netspace account using the MyNetspace Account Tools, available on http://my.netspace.net.au .

MyNetspace makes it simple to complete tasks like changing your password and managing your email, right through to purchasing additional hours and renewing your account.

You can use it to check your webmail, purchase additional mailboxes, filter out spam, view your usage, read the latest from the News Desk and more. You can't quite do the laundry yet, but you can do almost everything else.

Check out MyNetspace at: http://my.netspace.net.au

Change your Password
When you join Netspace dial up you are able to choose your own password upon application.

If you'd like to change it at a later date, you can do so using the MyNetspace tools online.

A secure password will contain a mix of upper and lower case letters, numerals or symbols. Unfortunately, that's probably not the name of your pet, or 'morebeer'.

TIP: To change your password visit: http://my.netspace.net.au.

THE INFO YOU WANT TO KNOW

MYNETSPACE IS YOUR NETSPACE:
MANAGING YOUR ACCOUNT cont…

Mailbox Management

Depending on your dial up plan, Netspace provides you with up to 5 free email accounts, one of which is already set as your primary account (username@netspace.net.au).

You can create new accounts for yourself, or create personal accounts for each member of your family. You can then check them using an email client on your computer or on Netspace webmail at http://webmail.netspace.net.au.

To create new mailboxes, or to configure spam and email virus filtering on existing ones, visit http://my.netspace.net.au.

WHAT'S THIS?

Spam: *Spam is unsolicited junk email which someone has sent to you. Spam is usually advertising or an attempt to trick you into giving out personal details. About 20 billion spam messages are sent per day – that's 7.3 trillion annoying messages a year! You should never reply to a spam message as you'll let the spammers know they can target you.*

Virus: *Computer viruses are malicious programs which attack your computer. A bad computer virus can delete files and make your computer run about as fast as a snail. Opening an email with an infected attachment is the most common way to get a virus. Some viruses now even fake messages from your friends to try to trick you into catching them. Luckily, you can protect yourself by running an anti-virus program which stops viruses. Common anti-virus programs include Norton AntiVirus®, McAfee VirusScan®, and Virex®.*

FIGHT THE SPAM!
FREE SPAM AND EMAIL VIRUS FILTERING

Netspace dislikes unwanted spam and email viruses as much as you do.

In addition to blocking known spammers, we also offer free spam protection as the first line of defence against unsolicited mail making it to your Netspace mailbox.

Netspace also offers free email virus filtering for your incoming email to help weed out dangerous attachments.

How can I protect myself?
Firstly, enable Spam Filtering and Email Virus Filtering on your mailbox using the 'Spam and Virus Filtering' link on the MyNetspace Account Tools Page
(http://my.netspace.net.au).

Please be aware that the free Netspace email virus filter is not a substitute for a comprehensive anti-virus scanner and should only be used in conjunction with your own anti-virus software. If an incoming email is detected as containing a virus, the email will be rejected.

For further details on protecting yourself against threats, see 'Unauthorised Access Prohibited: Online Security' on page 22.

GETTING IT SORTED

THE TECHNICAL STUFF

Here's where to find instructions on setting up your dial up connection and your email client. We've also included some helpful advice on online security.

Getting Online
To set up your dial up account, simply follow the instructions below.

On a PC using windows:

Step 1. Click on the "Start" button

Step 2. Click on "Run"

Step 3. Clear the white box and type in INETWIZ then click "Next"

Step 4. Select 'Connect using my phone line' then click "Next"

Step 5. Untick the box stating 'Use area code and dialling rules'

Step 6. Type in the appropriate Netspace dial up number in the telephone box, then click "Next". You can find a list of dial up numbers on page 40

Step 7. Type in your Netspace username and password into the appropriate boxes

Step 8. Click "Next"

Step 9. Clear the white box and type "Netspace"

Step 10. Click "Next", select "No", click "Next", click "Finish"

Your connection is now set up. Starting Internet Explorer will prompt you to connect.

You can find this at http://support.netspace.net.au

Dial up on Mac OSX:

Step 1.
On the main screen of your computer:
1. Click the Apple Menu in the top left corner
2. Choose System Preferences
3. A new Window will be displayed

Step 2.
1. Click the Network icon
2. Another new window will open

You can always press Revert to discard your changes if you think you've made a mistake.

Step 3. Network Control Panel
1. Near the top of this window there is a pull-down list called Show
2. From that pull-down list choose Internal Modem
3. This Control Panel also has four tabs across the centre. We will now look at them left to right.

Step 4. PPP Tab
Here we need to enter the username and password you picked when signing up for your Netspace Internet account.
1. Next to Service Provider type Netspace
2. Type in your Netspace username
3. Type in your Netspace password
4. Type in your local Netspace dial up phone number. You can find a list of dial up numbers on page 40

GETTING IT SORTED

THE TECHNICAL STUFF *continued…*

Step 5. TCP/IP Tab
1. About half way down the screen there is a pull-down list called Configure
2. From that pull-down list choose Using PPP
3. In the field DNS servers type:
    210.15.254.240
    210.15.254.241

Step 6. Proxies Tab
Netspace does not use any proxy settings but if you do have some set you may not be able to see web pages correctly.
1. Make sure every text box is empty

Step 7. Modem Tab
The default settings in this window are usually correct.
1. For almost all Macintoshes you should select Apple Internal 56k (v.90) from the Modem list

If you have call-waiting you can tick the box that says 'Notify me of incoming calls while connected to the Internet.'

Step 8.
1. Now we're finished making changes and need to save these new settings
2. Click the Apply Now button in the bottom right hand corner
3. Your Macintosh is now ready to connect to Netspace Internet

Close this window and you're done.

SETTING UP YOUR EMAIL

You can configure an email client on your computer to send and receive email.

Common email clients include Outlook, Outlook Express, Mac Mail and Mozilla Thunderbird.

We've included instructions below on how set up Outlook Express and Mac Mail, but if you'd like to use a different program you can find some helpful guides here: http://support.netspace.net.au.

The important settings are:

Mail account type:	POP
Incoming mail server:	pop.netspace.net.au
Outgoing mail server:	mail.netspace.net.au
Username:	Your Netspace username
Password:	Your Netspace password
Email-address:	Your Netspace email address ('username'@netspace.net.au)

To set up email using Outlook Express:

Step 1. Start Outlook Express from the Programs Menu

Step 2. If the settings wizard appears, hit "Cancel" to exit it

Step 3. Inside Outlook Express, choose the "Tools" menu and select "Accounts"

Step 4. On the next screen choose "Add", then "Mail"

Step 5. Type in your full name and press "Next"

Step 6. Type in your Netspace email address and press "Next"

Step 7. Under 'Incoming mail server', type pop.netspace.net.au

GETTING IT SORTED

SETTING UP YOUR EMAIL continued…

Step 8.   Under 'Outgoing mail server',
             type mail.netspace.net.au, then hit "Next"
Step 9.   Type in your Netspace username and your
             Netspace password
Step 10. Tick 'Remember Password',
             then press "Next" and then "Finish"

You should now be able to send and receive mail when
connected to Netspace.

To set up email using Mac Mail:
First time setup

Step 1.
Open Mail

At the Welcome to Mail window, enter the following details

1. Full Name: Your name
2. Email Address: Your email address
   (username@netspace.net.au)
3. Incoming Mail Server: pop.netspace.net.au
4. Account Type: POP
5. User Name: Your Netspace username
6. Password: Your Netspace password
7. Outgoing Mail Server: mail.netspace.net.au

How to add a new account

Step 1.
1. Click Mail, then select Preferences
2. Click the Accounts tab
3. Click the PLUS (+) button to add a new account

Step 2.
1. For Account Type choose POP
2. Description: This will be displayed in the Accounts pane, so it is best to enter either your email address or something meaningful to identify the account
3. Type in for Email Address your email address (username@netspace.net.au)
4. For Full Name type your name
5. Incoming Mail Server should be pop.netspace.net.au
6. Type in for User Name your Netspace username
7. For Password type your Netspace password

Step 3.
1. Click the field next to Outgoing Mail server, Select add server
2. Type in mail.netspace.net .au for outgoing mail server
3. Click "OK"
4. Close the window and click "Save"

You should now be able to send and receive email when connected to Netspace

You can find this at
http://support.netspace.net.au/dialup/mac

WHAT'S THIS?
Email address: *Your electronic mail address is 'username'@netspace.net.au . Email is like sending someone a regular letter, only there's no postage and it's delivered by computer. Netspace provides you with up to 10 free email addresses, so you can create one for every member of your family.*

GETTING IT SORTED

UNAUTHORISED ACCESS PROHIBITED:
ONLINE SECURITY

Now that you've connected to dial up Internet, we recommend you do a few things to protect yourself.

Netspace advocates running a firewall program which will protect your computer from unauthorised access while it's online. Common firewall programs include ZoneAlarm (www.zonealarm.com) and Norton's Internet Security (www.symantec.com).

It's also just as important to protect your computer from viruses. A well written virus will not only make your computer behave like a lunatic, but might also delete or change your files. To stay properly protected, you should invest in a virus scanner which automatically updates itself while you're online. Common anti-virus programs include Norton's Anti-Virus (www.symantec.com) and McAfee Virus Scan (www.mcafee.com.au).

HEY, WHAT'S YOUR NUMBER?

Netspace provides a single national dial up access number listed below to make things simple and convenient. This dial up access number is the cost of a local call wherever you are in Australia however we do recommend that you confirm this with your telephone service provider.

National Dial Up Access Number   0198 333 003

RUNNING A BUSINESS?

*If you need broadband for a home office or small business, we recommend you try a **Netspace SOHO broadband plan**. These plans are designed to suit small businesses and allow you to attach a business name to the account or tax invoice.*

View the plans at
http://www.netspace.net.au/broadband/plans.php?p=soho

If your business is slightly bigger, you may prefer to view our Business ADSL, DSL & Wireless broadband options.

View the plans at
https://www.netspace.net.au/business_broadband/dsl.php