VicSmart Schools Internet Access

About Netspace

Established in 1993, Netspace is one of Australia's longest established and the largest privately owned Internet Service Provider. Netspace offers a comprehensive range of quality Internet services for home, education and business users at affordable prices, with fast and reliable access throughout Australia and free 7 day Help Desk support for Macintosh and Windows users. Netspace has been providing Internet access to hundreds of schools for many years and to many schools using VicSmart since July 1998.

Why choose Netspace for VicSmart Schools Internet access?

Affordable

- Low annual connection fee for all schools, big and small.
- Low flat rate for Internet traffic. Netspace offers usage plans to suit small, medium and large schools.
- Simple pricing structure allows schools to budget for usage costs in advance.
- Small Schools Special Plan for schools with less than 100 students. This includes both schools joining Netspace for the first time, and schools already using Netspace for their VicSmart Internet access.
- Most affordable supplier of Internet services to schools across all listed recommended providers.

Service and Support

- Customer focused and service oriented company with years of experience servicing schools, big and small.

GST

All prices are inclusive of GST.

Billing

Annual connection fee is billed annually in advance. Prepaid traffic charges are billed monthly in advance. Plan A traffic use and any excess traffic charges are billed monthly in arrears.

Features

Whilst our prices are low, there is no compromise on fast, reliable Internet connectivity. All the following features are included as standard with Netspace VicSmart Schools Internet:

- Flexibility to cater for individual school's specific Internet requirements.
- Fast, reliable Internet access via VicSmart network. (Speed is primarily determined by the speed of your connection to VicSmart.)
- (Re)delegation and hosting of your Domain Name, i.e. yourschoolname.vic.edu.au
- Powerful content filtering to block student access to inappropriate web sites. See FAQ: "Does Netspace provide a safe Internet environment for my students?
- Access Restriction: Optionally, Web access can be restricted to the Education Resource List web sites on per student or group/classroom level.
- Storage space to host your school web site and email. 8GB up to 50GB
- Email addresses for all staff and students (e.g. name@schoolname.vic.edu.au). Webmail for convenient access with a standard web browser and administration control by staff/administrator and PoP access from an email client (Outlook, Eudora etc.)
- Port Forwarding/Redirection: Schools using in-house Internet servers for Web, DNS, email etc can use Netspace for VicSmart Internet access and host in-house Internet servers.
- Support for standard VPN and Remote Access technologies
- Login and Usage Logs: Optional for schools requiring students to login using a unique username and password to gain Web access. Student usage is logged for staff/administrator to review at a later date if required.
- Instructions for configuring Internet software, browsers etc.
- Access to school Internet traffic usage statistics.
- Technical Support: 7 day/week help desk support by telephone, fax and email for Macintosh and Windows users.

Use of features is optional according to each School Internet policy/requirement

Frequently Asked Questions

Why is Netspace's pricing structure better than it's competitors?

Netspace charges an affordable annual connection fee plus a low flat rate traffic charge for Internet traffic you receive, regardless of what, where, when or how you use the Internet. There are no hidden or ambiguous charges. Apart from being more affordable and easy to understand, our pricing structure allows you better control and budgeting of your Internet costs.

Unlike our competitors, Netspace annually reviews price plans in order to reduce and control the cost of Internet services to schools.

Which traffic plan should I choose?

Schools with monthly average downloads of less than 2.5GB are likely to prefer Plan A. Schools with higher monthly average downloads should select Plan B or above. You can change plans at any time, given that notice in writing is received 4 days prior to commencement of the month the new plan is to take effect.

Netspace also offers the Small Schools Special Plans for schools with less than 100 students. See the plans and pricing in the application for further details.

Does Netspace provide a safe Internet environment for my students?

Netspace employs the award-winning, 100% Australian, ContentKeeper content filtering technology. Automatically updated hourly, ContentKeeper filters extensive predefined and local defined URL lists together with dynamic content filtering. Schools also can submit details of additional sites containing inappropriate material they wish to be blocked, as well as immediately blocking or allowing sites as needed.

Netspace uses an array of load-balanced ContentKeeper systems to ensure high performance and an uninterrupted filtering service in the event of an outage. Additional details about ContentKeeper can be found at: http://www.contentkeeper.com

Does Netspace provide Email for Staff and Students?

Netspace offers Web based Email with flexible administration functionality to create and administer student email accounts and the convenience of using a web browser to access email. You do not require separate Email software or user preference settings. Our mail server also supports use of PoP based email clients such as Outlook, Eudora, etc.

Can I host Internet servers in-house?

Schools with resources to maintain their own on-site servers for Web, Email, Remote Access, DNS etc. can connect through Netspace's VicSmart Internet connection and continue to host Internet servers in-house. This approach can greatly reduce outside traffic usage, reducing traffic costs and improving Internet performance within the school.

How long will it take to get connected with Netspace?

Assuming you are already connected to the VicSmart network, we can have you using the Internet through Netspace within 10 business days. We will help you co-ordinate the changeover with the Department of Education and Early Childhood Development (DEECD) Broadband Team.

Can Netspace provide Home Internet access for staff and students?

Staff or students requiring home Internet access can subscribe to special Netspace Home ADSL or dial up plans with extra download quotas. See http://www.netspace.net.au/select/vicgov for details of these special plans.

VicSmart Schools Internet Application

For help completing this form, please call your Netspace VicSmart representative

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Section 1: School Details

School Name

School Number: [ ]

Address:

Suburb/city: [ ]

State: [ ]   Postcode: [ ]

Telephone: [ ]

Fax: [ ]

Principal:

Email: [ ]

Technical Contact:

Email: [ ]

Accounts Contact:

Email: [ ]

School Edumail Address*:

* This address will be added to our VicSmart school email list

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Section 2: Annual Connection

Tick the connection which applies to your school:

	Number of students	Annual Fee	Storage Space Provided
☐	Up to 150	$95	8100 MB
☐	151 to 350	$295	18100 MB
☐	351 to 550	$395	28100 MB
☐	551+	$595	50600 MB

Number of students enrolled: [ ]

- Annual connection fee is the same for all types of VicSmart connections regardless of the speed of connection used.
- The amount of storage space included is for your school website (600MB) and email (for schools not already hosting these services in-house). Additional storage space is available upon request.

Netspace
plug.yourself.in

Section 3: Traffic / Usage Plan

Tick the plan to which you wish to subscribe your school:

Plan	Conditions and Charges
☐ Small Schools Plan 1	First 150Mb per month free of charge, 3.9¢ thereafter
☐ Small Schools Plan 2	$39/month including 1,725Mb (2.3¢/prepaid Mb), 3.9¢ thereafter
☐ Plan A (pay as you go)	3.9¢/Mb (used by the majority of schools)
☐ Plan B (prepaid)	$99/month including 7,000Mb (1.4¢/prepaid Mb), 3.9¢ thereafter
☐ Plan C (prepaid)	$199/month including 14,000Mb (1.4¢ prepaid Mb), 3.9¢ thereafter
☐ Plan D (prepaid)	$299/month including 28,000Mb (1.1¢ prepaid Mb), 3.9¢ thereafter
☐ Plan E (prepaid)	$599/month including 55,000Mb (1.1¢ prepaid Mb), 3.9¢ thereafter
☐ Plan F (prepaid)	$899/month including 80,000Mb (1.1¢ prepaid Mb), 3.9¢ thereafter
☐ Plan G (prepaid)	$1199/month including 110,000Mb (1.1¢ prepaid Mb), 3.9¢ thereafter
☐ Plan H (prepaid)	$1799/month including 200,00Mb (0.9¢ prepaid Mb), 3.9¢ thereafter
☐ Plan I (unmetered)	$899/month 2Mbps committed bandwidth, no download or excess charges
☐ Plan J (unmetered)	$1349/month 3Mbps committed bandwidth, no download or excess charges
☐ Plan K (unmetered)	$1799/month 4Mbps committed bandwidth, no download or excess charges
☐ Plan L (unmetered)	$2099/month 6Mbps committed bandwidth, no download or excess charges
☐ Plan M (unmetered)	$2799/month 8Mbps committed bandwidth, no download or excess charges
☐ Plan N (unmetered)	$3499/month 10Mbps committed bandwidth, no download or excess charges

- Traffic charges are for Internet traffic you receive from outside of the VicSmart network. There is no charge for traffic you send.
- Small Schools Special Plan is available to all schools with 100 or less students.

Section 4: Agreement

By submitting this application, you agree to accept service from Netspace under the terms specified by our Standard Form of Agreement, which can be viewed online at http://www.netspace.net.au/sfoa/

Customer signature: Date:

Name of signing officer: Telephone:

Section 5: Domain Name

Existing Domain Names

Existing Domain Name:

Domain Key:

Own Domain Name Server

☐ Tick if you are using your own DNS or otherwise do not require Netspace to host your Domain Name.

☐ Tick if you are using your own Mail Server or otherwise do not require Netspace to host your Mail Server.

☐ Tick if you are using your own Web Server or otherwise do not require Netspace to host your Web Server.