



## What is ADSL?

ADSL (Asymmetric Digital Subscriber Line) is a broadband service delivered over a BT PSTN analogue line. ADSL uses different frequencies on the line which means you can make phone calls and use the Internet at the same time.

## What ADSL products are available from Valutel?

Valutel provides a range of rate adaptive ADSL packages to suit varying customer requirements. You can choose from Pay-As-You-Go, Allowance based or our Extreme products which provide unlimited usage. Each option is available as MAX or MAX Premium. MAX Premium products give faster upload speeds than standard MAX products and extended off peak hours.

In addition, Valutel also provides a range of classic non rate adaptive products in a choice of speeds ranging from 512Kbps to 2Mb. These products provide unlimited usage. These non rate adaptive products can also be chosen as the underlying service for the MAX Pay-As-You-Go and MAX Allowance products if requested.

## What speeds are available with ADSL?

Product	Download speed	Upload speed
Max	288Kbps - 8Mbps	64Kbps - 448Kbps
Max Premium	288Kbps - 8Mbps	64Kbps - 832Kbps
Classic Home 500	512Kbps	256Kbps
Classic Home 1000	1Mbps	256Kbps
Classic Home 2000	2Mbps	256Kbps
Classic Office 500	512Kbps	256Kbps
Classic Office 1000	1Mbps	256Kbps
Classic Office 2000	2Mbps	256Kbps

The speed achieved depends on the quality of the line

## Why is the download speed greater than the upload speed?

ADSL is Asymmetric which means it runs at different speeds for upload and download. Valutel also provide SDSL (Symmetrical Digital Subscriber Line) which provides symmetrical upload and download speeds.

## What hardware will I need?

You will require an ADSL modem or router and ADSL micro filters. You can purchase hardware from Valutel via the web shop section of this site.



### **What is a micro filter?**

A micro filter, sometimes referred to as a 'splitter', is an adapter that plugs into your telephone socket. The micro filter separates the ADSL signal from the voice signal. A micro filter is required for each telephone socket within the building.

### **When are your peak and off-peak times?**

The peak and off peak times vary slightly depending on your choice of MAX or MAX Premium product.

### **Max Allowance Products**

Peak time is defined as 8am to 10pm Monday to Friday. Off peak is defined as 10pm to 8am Monday to Thursday and 10pm Friday to 8am Monday.

### **MAX Allowance Premium Products**

Peak time is defined as 8am to 8pm Monday to Friday. Off peak is defined as 8pm to 8am Monday to Thursday and 8pm Friday to 8am Monday.

### **How do I place an order?**

You can place orders easily by using this website. Simply select 'Create New Order' from the ADSL menu and follow the instructions.

### **How do I monitor the status of my order?**

From the control panel choose "Find Existing Order" and search for the order. On finding your order you can view all details relating to the ADSL account including the information we receive from BT (BBCR).

### **What are the BT install reports (BBCR)?**

This shows the information that we receive from BT regarding your order. BBCR's are received for all order activity including new provisions, modifies and ceases.

### **What are the BT Fault Reports?**

This shows information that we receive from BT regarding faults reported relating to an ADSL account.



### **How long does it take for the order to be activated?**

It usually takes up to 10 days for an order to be activated providing no delays occur. You will be notified by email the expected date of activation and again when the connection has been activation.

### **When will you advise me of IP address details?**

The IP address will be assigned when we receive confirmation from BT that your order has been accepted. This information will be emailed to you and is also available on the control panel within the 'Find Existing Order' section or 'Pending Orders' section.

### **How will you notify me if a problem arises with the order?**

If a problem or delay arises you will be contacted by email by our customer services department advising you of the nature of the problem and action required to resolve it. You can also track the progress of an order by using the control panel.

### **What payment methods are available?**

Using our website you can use credit/debit card, credit account (subject to status) or cheque to pay the initial installation and first month/quarter charges. After that all subsequent charges are payable by continuous card authority (CCA) using our online worldpay facility.

### **Does the usage allowance accumulate?**

No. Your allocated allowance is per month, any bandwidth that has not been used will not roll over to the following month.

### **Can I move between allowance bands?**

Yes, you can change the allowance band easily via the control panel. Simply go to 'Find Existing Order' and select 'Regrade'. There is no charge for moving between allowance bands; however changes between product types may apply.

### **Can I move from MAX to MAX Premium and vice versa?**

Yes, to move your connection from MAX to MAX Premium or vice versa simply go to 'Find Existing Order' and select 'Regrade'. A charge of £5.88 (inc VAT) applies.

### **What do I do if I have a technical problem?**

If you are experiencing technical difficulties contact the Valutel Technical Support department on 01273 716797 or email [support@valutel.co.uk](mailto:support@valutel.co.uk). You can also monitor the network status and forthcoming maintenance via <http://noc.valutel.co.uk>



### **What is the minimum contract period?**

A minimum contract period of 1 month from the activation date applies to all ADSL connections. We require 7 days notice of all ADSL cancellations.

### **How do I cease a service?**

To cease a connection simply go to 'Find Existing Order' and select 'Cease' within the control panel.

### **What is a MAC and how do I get one?**

A Migration Access Code (MAC) is required in order to move an ADSL connection from one supplier to another. These are obtained by contacting the current ISP.

### **How do I obtain a MAC from Valutel?**

To request a MAC simply go to 'Find Existing Order' and select 'Request MAC' within the control panel?

### **How can I contact Valutel?**

You can call us on 01273 716797 and select the department you require from the list of options.

Alternatively you can write to us at:

Valutel  
Unit 1, Gemini Business Centre  
136-140 Old Shoreham Road  
Hove  
East Sussex  
BN3 7BD

Or email the relevant department at:

Customer Services	cs@valutel.co.uk
Technical Support	support@valutel.co.uk
Accounts/Credit control	accounts@valutel.co.uk
Marketing	marketing@valutel.co.uk