

Two Nationwide outages disable Telecom network

Two crippling outages in one week brought Telecom's network to it's knees during late June.

On 20th June, 2 separate incidents caused critical fibre cables to be cut, disconnecting a large portion of the country's telecommunications. This caused problems for our dialup & Broadband customers. Many phone services were also out of action, and Telecom's own call centre was overloaded.

The second incident was on 21st June, and affected a large number of dialup customers for ISP's around the country. The incident lasted throughout the evening and was resolved by Telecom in the early hours of Wednesday morning. During these 2 outages, our helpdesk was swamped with calls. At Quicksilver, we strongly believe that our customers deserve a better phone experience than customers of other service providers, so we recently implemented a new PABX system, and as part of our ongoing philosophy, we implemented 2 things that made life much easier for customers during the outages. Firstly, during outages, we can now put a notification on our phone system, so when you call our helpdesk to find out what's wrong, can listen to the message instead of waiting to speak to a helpdesk person. This makes it much faster to get the information you need. Secondly, we know how much you hate sitting on hold, so we've structured our system so that you never need to sit on hold longer than 3 minutes. We appreciate that you are busy, so if you can't speak to someone within 3 minutes, you can leave a message, and we'll call you back. We try to clear our messages every 15 minutes during opening hours, so you should get called back as promptly as possible.

The Telecom outage on 21st June was one of the worst ever experienced in this country, even closing down the Stock Exchange on Monday. We'd like to thank everyone who was so patient during this time.

Credit Card Fraud Information

Following a large scale security breach in the USA of a company processing credit card data for many major credit cards, 13,000 credit cards in NZ may have had data compromised. The security breach may affect those who have used their credit card in the USA, or shopped online or by mail order overseas. Although the risk is small, many of the NZ banks are cancelling the affected cards, and will be contacting customers

How does this affect Quicksilver customers?

If your bank issues you with a new credit card, you must advise us of the new card details, to avoid missing any payments. Please, do NOT email your credit card number to us, as email is not a secure method.

Please fax your new credit card details to 09 916 0301, or ring our helpdesk on 0800 QUICKSILVER and give the details over the phone.

Alternately, you can fill in the slip at the bottom of your invoice and post it back to us.

If you are checking your credit card statement, transactions from Quicksilver will always appear as "Mercury Telecommunications Ltd"

Credit Card Tips

* Your bank will NEVER send you an email to confirm your internet banking password or credit card details. If you receive one of these emails, it is a scam. Please delete the email.

* When shopping online, check for the padlock symbol in your browser to tell you the transaction is secure.

* For safer banking tips, see www.asbbank.co.nz/section709.asp

Toll Rates Slashed by up to 67% with 054 Tolls

We've got some great news about the our 054 Tolls service – we've slashed our calling rates to some of the most popular locations, by as much as 67% in some cases!

Quicksilver's 054 Tolls gives great low calling rates to anywhere in the world. It's FREE to join, and there's no minimum fees or contracts.

- ▶ Offpeak rates ALL day EVERY day
- ▶ FREE to join
- ▶ Choose when you use it, by dialling the 054 code
- ▶ No need to change your phone number
- ▶ Can be used from your ordinary phone
- ▶ Doesn't affect existing toll provider deals

Don't forget - it's FREE to join, you only pay for the calls you make. Signup now and start saving on national and international tolls today at

www.054.co.nz

NEW! 2 Megabit Flatrate Business Broadband

We are extremely excited to announce that our new Business Broadband plans launch on July 8th, offering businesses flatrate pricing on 1M* and 2M* broadband plans.

Our flatrate 256k plans have been extremely popular since they launched, but now businesses can have **downloads up to 50 times faster** than dialup, without worrying about excess usage charges. Our new plans include FREE national traffic, and a generous data allowance (up to 30GB), and many include no excess usage charges - ever. Keep an eye on our website for more details on these plans.

www.quicksilver.co.nz/broadband

*all plans have 128k upload speeds.

CONTACT DETAILS

Postal: PO Box 99856, Newmarket, Auckland

Office: Level 3, Textile Centre, Kenwyn Street, Parnell, Auckland

Office Hours: 9am to 5pm weekdays

Phone: (09) 916 0300

Fax: (09) 916 0301

Email: support@quicksilver.co.nz

Website: www.quicksilver.co.nz

Webmail page:

webmail.quicksilver.net.nz

Helpdesk: (8.30am-10pm, 7 days, Public Holidays 9am-5pm):

0508 QSILVER (0508 774583)

Information about Internet Dialers

A 'trojan' dialer, or 'internet dialer' is a piece of software which, once installed, can disconnect your modem from the internet, and use it to dial a premium rate number (such as an 0900 number). Often this gives access to premium content such as adult content or gambling websites. Trojan dialer software can install itself either through clicking on a link in a website, or can be a virus attached to an email.

Dialers can only affect you if you have a dialup modem in your computer, which is connected to the phoneline jack.

If you have an ADSL (Broadband) modem, you are unlikely to be affected.

Tips to protect yourself

1. Be extremely careful about visiting websites which are untrustworthy, especially those offering 'free' adult

content, 'free' games, or gambling websites.

2. Do not accept offers from a website to install software unless you know what it is.

3. Use a good anti-spyware program. We recommend the new one from Microsoft (<http://tinyurl.com/47cus>)

4. Make sure you use a good antivirus program. We recommend Avast antivirus, which is free for home use at www.avast.com

5. Get the latest updates for Microsoft Windows at <http://windowsupdate.microsoft.com>. With the default settings in Microsoft Internet Explorer 6, there should be no way that software can install itself from a website without your knowledge.

6. Although Quicksilver's antivirus filtering will block most known viruses, there may still be some viruses which get through. Never, ever click on an attachment in an email if you don't know what it is, even if it appears to be from someone you know.

7. Make sure your computer has a firewall. Windows XP has a firewall built in.

8. Consider asking Telecom to place a tollbar on your phone. Don't forget - if you are an 054 Tolls customer with Quicksilver, you'll still be able to (safely) make toll calls by dialling the 054 code on your phone, but any trojan dialers will be blocked from making toll calls.

What to do if your computer is infected with a trojan dialer

1. Run a Spyware scan (see tip #3 above)

2. Run a full system virus scan (see tip #4 above).

If neither 1 or 2 help, we recommend getting an IT professional in to clean your computer.

If your direct dial toll calls are through Quicksilver, we may be able to charge the calls at cost if this is the first time this has happened to you. It is ultimately your responsibility to keep your computer safe.

Business Watch

6 months FREE Q-biz Mail Server

If you're a small business, sign up for our Q-biz Mail Server before the end of August, prepay for 12 months, and we'll give you another 6 months FREE.

Q-biz Mail Server is a small business email server, working tirelessly to protect and manage your business email in the background, 24 hours a day.

Once a business reaches 5 or more staff, a mail server can be used to manage email, performing functions such as protecting users from spam, viruses and offensive junk

email, setting up automatic email replies, allowing remote access to email, email monitoring, and reporting.

Q-biz Mail Server provides your business with 4 key email tools:

- ▶ Easy Email Management
- ▶ Automated Triple-Layer Email Protection
Virus - Spam - Content Filtering
- ▶ Email Portability
- ▶ Advanced email tools



Q-biz Mail Server does not require the purchase of new equipment, and monitors and cleans your email before it is delivered to your network. Q-biz Mail Server is self-updating, so you don't need to worry about a thing.

The Q-biz Mail Server starts from just \$39.95 per month.

See www.q-biz.co.nz for more information

* Offer applies to customers applying for a new Q-biz Mail Server by the end of August 2005. When 12 months is prepaid for the service, a further 6 months will be added at the end of the 12 months period, at no cost.

Surfing with Quicksilver

SAFE INTERNET & COMPUTER USE

NZ Info about trojan dialers
www.0900info.co.nz

Ad-aware Anti-Spyware Software (free)
www.adaware.com

Cyber Shopping Tips
<http://tinyurl.com/8r485>

NZ Internet Safety Group
www.netsafe.org.nz

'Avast' Antivirus Software
(free for home use)
www.avast.com

Microsoft Anti-Spyware Beta
(the best one currently available, in our opinion)
<http://tinyurl.com/47cus>

Microsoft Windows Updates
<http://windowsupdate.microsoft.com>

'AVG' Antivirus Software (free for home use)
www.grisoft.com

Safe Online Banking Tips
www.asbbank.co.nz/story5358.asp

