

## Spitfire's ADSL MAX Internet Service

### What is ADSL Max?

ADSL Max is an asymmetrical Internet service which depending on the distance from your local exchange and the quality of your telephone line can allow Internet speeds of up to 8Mb. Spitfire offers two variations of ADSL Max:

**ADSL Max Standard** – very small business or home worker product offering speeds of up to **8Mb downstream and 448Kb upstream**.

**ADSL Max Premium** - a business quality product designed to be connected to a network, offering speeds of up to **8Mb downstream and 832Kb upstream**.

In addition, traffic on ADSL Max Premium is weighted preferentially over ADSL Max Standard on the BT network so will provide higher throughput at busy times.

### Is ADSL Max suitable for me?

ADSL Max is suitable for businesses with light to moderate Internet usage, where most traffic is downstream (e.g. receiving emails, web-browsing). It is not normally suitable for applications which require significant upstream bandwidth such as linking multiple sites via VPNs or sending very large files via email.

### What speed will I get?

When ADSL Max is connected, the service will be monitored for the first 10 days. During this time speeds will vary and at the end of this 10 day period your service will be set at a speed which will be sustainable. You will only know what Internet speed your line will be capable of obtaining at the end of this 'training' period.

### How soon can I have this service?

Subject to having an Analogue telephone line, an ADSL Max service normally takes 5-6 working days to connect. Where an ADSL Max is required more urgently, we can expedite the service for an additional cost, which normally brings the provision of the service down to 1-3 working days.

### How can I move an existing ADSL to Spitfire?

Your existing ADSL service can be migrated (transferred) to Spitfire by obtaining a 'MAC' (migration authorisation code) from your existing provider.

A migration is free of charge and your internet connection will remain live while switching over to Spitfire's network. The only downtime you will experience is approximately 15 minutes while your equipment is rebooted although note that you may have to make configuration changes to your computer network.

### How do I find out more or order this service?

If you have any questions regarding this service or would like to place an order please contact your IT Support Company or call the Spitfire Partner Services team on 020 7501 3150. Alternatively, email us at [partners@spitfire.co.uk](mailto:partners@spitfire.co.uk) - letting us know who your IT Support Company is that recommended you to Spitfire.

ADSL2+

VDSL

SDSL

Ethernet Circuits

VoIP & SIP

Telephone  
Line Rental &  
Calls

Telephone  
Systems

Call Diversion

Mobile Voice &  
Data