

## Broadband DSL

**Q: I've just moved my broadband to 5Star, why can't I send emails?** A: Your outgoing mail server will have to be changed to smtp.ispone.com.au. Refer to the userguides for more information regarding your specific version of outlook.

**Q: Why is my internet slow near the end of the month?** A: You have most likely reached or exceeded your monthly download limit and are now capped to 72kbps. Simply call our team on 1300 886 784 to upgrade your service or submit an online enquiry on the form below.

**Q: Why can't I send or receive email when I can browse the internet?** A: The mail server that is hosting your emails may not be accessible. Check with your provider or call us on 1300 886 784 if your hosting is with 5Star Telecom.

**Q: What modems does 5Star recommends?** A: We support and recommend using Netcomm ADSL modems for internet grade ADSL and Cisco ADSL / SHDSL modems for premium grade xDSL products. 5Star also can provide these modems upon request.

**Q: Is there down time if I move my ADSL service to 5Star?** A: As with all churns for ADSL, there will be a small transition timeframe where we need to change the username and password on your modem. In most cases this downtime is the amount of time it takes for you to change the username and password in your ADSL modem.

## Web Hosting

**Q: Will I lose emails when moving domains from my current provider to 5Star?** A: The answer to that is no. Emails being sent during the transfer are held on the servers to be re-tried until it has successfully come through to your new mail server. There may be a short period in between where the mail is delayed. After this short delay, all your emails will come straight through to your inbox when the cutover is complete.

**Q: Does 5Star provide anti spam and anti virus for mail?** A: Yes we have anti-spam and anti-virus bundled with all of our hosting plans. These products are in place transparently so you don't have to have any additional third party software installed on your local machine. Although we do recommend you have anti virus software installed for all other forms of internet attacks.

**Q: What guarantees does 5Star have for my website?** A: 5Star can guarantee 99.9% uptime. Our services are hosted in Australia and we guarantee low latency and top performance for your customers visiting your website within Australia.

**Q: Can I host my website on my own server with 5Star?** A: Yes. We can host your domain and point the website to your server on site.

**Q: Can I host my own emails?** A: Yes you can host your own emails. T4 will host your domain and point all mail records to your server on site. Please check the Userguides and FAQ sections for answers to your questions before lodging an online enquiry.