I have a new ADSL Max service and am experiencing some short breaks and slow-downs in my connection. Why is this?

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During the first 10 days following your upgrade, your line will go through an adjustment period. This is designed to give you the best service possible on your line. As a result of this testing there may be a number of times during the day when your line changes speed. This may cause your connection to the Internet to freeze for up to a minute.

We recommend you do not call the Helpdesk unless your service has been down for over an hour. Even after the initial 10 day period, your service may occasionally adjust so that you are connected to the local exchange at the highest reliable speed for your line.

Remember, with Internet Central ADSL there is a dedicated support team to answer your call and no low usage caps. Each ADSL line also gets a static IP address included within the price.

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