



## Web-wise

### New! Antivirus Protection

As an early Christmas present, Quicksilver are very pleased to announce the new **Antivirus Email Protection**.

The Antivirus protection will be free for all customers until the 1<sup>st</sup> of March 2003.

After the free period the antivirus protection option will continue to be free for all customers who pay by Direct Debit or Automatic Credit Card payments or \$2 per month for other customers. You'll find a Direct Debit form with your invoice this month.

Read the Antivirus FAQ here:

[www.quicksilver.co.nz/antivirus.html](http://www.quicksilver.co.nz/antivirus.html)

### Changes to the Terms and Conditions

Please note there are some changes to the Quicksilver Internet Terms and Conditions to reflect the addition of the Antivirus Protection. The new Terms are available at:

<http://www.quicksilver.net.nz/nettermsandconditions.html>



## IN THIS ISSUE

- New Antivirus Email Protection
- Change to Direct Debit and enter our Prize Draws
- New Terms and Conditions
- Customer profile: Childsplay
- Surfin': Online Xmas Shopping
- Games Server online

### Helpdesk and Office Christmas Hours

Wed 11th Dec - 8:30am to 7pm  
Tues 24th Dec - 8:30am to 6pm  
Wed 25th Dec - Closed all day  
Thurs 26th Dec - 9am to 5pm  
Tues 31st Dec - 8:30am to 6pm  
Wed 1st Jan - 9am to 5pm  
Thurs 2nd Jan - 9am to 5pm

Don't forget that if you need help outside those hours, you can try <http://www.quicksilver.net.nz/help.html> or you can leave a phone message for one of our staff to contact you.

### Christmas Webpages

Watch out during the month of December for the Quicksilver Christmas Webpages on our website. We'll have links to Christmas websites, recipes, and online shopping, as well as Virtual Xmas Cards to send to your family and friends (great for overseas), and you can also send email to Santa! keep an eye out at

[www.quicksilver.co.nz/xmas](http://www.quicksilver.co.nz/xmas)

### Games Server

The Quicksilver Games Server is now up and running using Counterstrike 1.5.



See details at:

<http://games.quicksilver.net.nz>

### Company name: MERCURY TELECOMMUNICATIONS LTD QUICKSILVER INTERNET

PO Box 99856, Newmarket, Auckland

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

Office Hours: 9am to 5pm weekdays

Tel: (09) 916 0300 Fax: (09) 916 0301

Email: [sales@quicksilver.co.nz](mailto:sales@quicksilver.co.nz)

Corporate Website:

[www.quicksilver.co.nz](http://www.quicksilver.co.nz)

Members' Website:

[www.quicksilver.net.nz](http://www.quicksilver.net.nz)

Helpdesk: (8.30 AM to 10 PM, 7 days a

week, Public Holidays 9 AM to 5 PM):

0508QSILVER (0508 774583)

(NOT AVAILABLE FROM MOBILES)

Dialup Internet local access numbers for major cities (see

[www.quicksilver.net.nz/help\\_connect.html](http://www.quicksilver.net.nz/help_connect.html) for a full list):

Auckland: 9160210, 9774100

Hamilton: 9575500

Christchurch: 9400100, 9615922

Palmerston North: 9520800

Wellington: 9168000

Local number for all other areas:

086745837

Webmail page:

[webmail.quicksilver.net.nz](mailto:webmail.quicksilver.net.nz)

## Pay by Direct Debit & Win!

Pay by Direct Debit or Automatic Credit Card payment and go into a prize draw for a **\$50 Quicksilver Voucher**. There will be 2 draws, 1 on the 20th Dec and one on the 20th Jan, so arrange your Direct Debit by Dec. 20th to enter both draws! All existing Direct Debit payers will be automatically entered into both draws.

Direct Debit makes your payments hassle-free. You'll get our Antivirus Email Protection FREE after March 1st. You'll also receive your invoices by email, which also saves trees!

Setting it up couldn't be easier. All you have to do is **fill in the form**, and post it back to us.

See our site for more info:

[www.quicksilver.net.nz/payment\\_options.html](http://www.quicksilver.net.nz/payment_options.html)

## Quicksilver Christmas Gift Vouchers

If you're stuck for Christmas Gift ideas, the Quicksilver Gift Vouchers could be just what you're looking for.

The Gift vouchers can be redeemed for all Quicksilver Tolls and Internet services, and can be used for existing accounts, or to set up a new account.

They are available in \$25 or \$50 denominations, and can be delivered to the recipient anywhere in NZ, with a special Christmas Card.

To purchase a gift voucher, please call us on 0508 774 583, or email [sales@quicksilver.co.nz](mailto:sales@quicksilver.co.nz).

Please specify whether you would like the Gift Voucher delivered to your address, or directly to the recipient.



## CUSTOMER PROFILE



**Childsplay.co.nz**

Child's Play Ltd are New Zealand suppliers of fun, educational toys from the world's leading toy manufacturers including Tolo, Kaloo and Mary Meyer.

They also supply a general range of products which are hand chosen, internationally, to compliment our extensive range of high quality products.

Award winning  
**Tolo Toys** -  
available from  
**Child's Play Ltd.**



The primary aim of the **Tolo** range of products is stimulation of developing young minds.

The highest quality materials are used in manufacturing, and all **Tolo** products are rigorously tested for safety.

**Tolo Toys** - an exciting range of products which are fun and exciting whilst providing valuable learning.

Tolo Toys are available online at [www.tolotoys.com](http://www.tolotoys.com) or at The Baby Factory



**Quicksilver/Childsplay  
December Special**

Buy any Tolo Toy from The Baby Factory during December, send your receipt in to Childsplay and we'll send you a **FREE** baby sunblind and 'Baby on Board' sticker.

Send your receipt to:  
Childsplay Ltd  
PO Box 58529,  
Greenmount  
Auckland



### Online Christmas Shopping

Online Christmas shopping can be great fun. Settle in with a glass bottle of wine, and get out your credit card. It sure does beat battling the crowds to do your shopping!



Shop online with Farmers  
[www.farmers.co.nz/info/Gifts.htm](http://www.farmers.co.nz/info/Gifts.htm)

NZ Children's Toys Retailer  
[www.iqtoys.co.nz](http://www.iqtoys.co.nz)

Global Soap  
[www.globalsoap.co.nz](http://www.globalsoap.co.nz)

NZ Catalogue Company  
[www.ezibuy.co.nz](http://www.ezibuy.co.nz)

Dick Smith Electronics  
[www.dse.co.nz](http://www.dse.co.nz)

Natural NZ Products  
[www.ecostore.co.nz/xmas.cfm](http://www.ecostore.co.nz/xmas.cfm)  
[www.nznature.co.nz](http://www.nznature.co.nz)

Adventure Gifts  
[www.remember.co.nz](http://www.remember.co.nz)  
[www.awoladventures.co.nz](http://www.awoladventures.co.nz)

Cooking and Food Accessories  
[www.millyskitchen.co.nz](http://www.millyskitchen.co.nz)  
[www.foodlovers.co.nz/marketplace](http://www.foodlovers.co.nz/marketplace)  
[www.cuisine.co.nz](http://www.cuisine.co.nz)

Gourmet Chocolates and Coffee  
[www.despa.co.nz](http://www.despa.co.nz)  
[www.origincoffee.com/giftbaskets.html](http://www.origincoffee.com/giftbaskets.html)  
[www.devonportchocolates.co.nz](http://www.devonportchocolates.co.nz)

Flowers and Hampers  
[www.nzflower.co.nz](http://www.nzflower.co.nz)  
[www.janmareeflowers.co.nz](http://www.janmareeflowers.co.nz)  
[www.wildpoppies.co.nz](http://www.wildpoppies.co.nz)  
[www.smithandcaugheys.co.nz/hampers.html](http://www.smithandcaugheys.co.nz/hampers.html)



**Don't forget Christmas Vouchers  
available from Quicksilver too  
email [sales@quicksilver.co.nz](mailto:sales@quicksilver.co.nz)**



Shoppaholics is an online shopping club designed to reward and encourage people to shop online. Privileges are only available to Shoppaholics Club Members who purchase online. Shoppaholics are offering memberships to Quicksilver customers at \$19.95 - that's a saving of 50% off the normal price.

To take advantage of this offer, simply email us on: [sales@quicksilver.co.nz](mailto:sales@quicksilver.co.nz) and we will send you details on how to sign up.

## GET JETSTREAM

**We've decided to extend this offer throughout December. Upgrade to fullrate Jetstream and we'll give you:**

- A great price on an ADSL modem
- First month's ISP fees free, a saving of up to \$34.95
- Free connection (worth \$99) - available to residential customers only until Dec 16th

**ADSL Modems  
from just \$220**

With our 'Get Jetstream' package

[www.quicksilver.net.nz/getjetstream](http://www.quicksilver.net.nz/getjetstream)

Call our sales desk on 0800 Quicksilver (0800 784257), email [adsl@quicksilver.co.nz](mailto:adsl@quicksilver.co.nz) for more information, or go to [www.quicksilver.co.nz/QuickFireJetStream.htm](http://www.quicksilver.co.nz/QuickFireJetStream.htm)

### QuickTip of the Month:



#### Is online shopping with a credit card really safe?

The short answer is YES, but you have to be careful, just as you would any time you use your credit card. How many times have you handed your credit card over in a restaurant to a waiter; they go off into another room to swipe it. How many times might they swipe it?

Here's some guidance to keep you safe:

\* Make sure when you hand over your credit card number that a secure connection is being used. You can check

this by looking for a key or padlock at the bottom of your Internet Explorer window.

\* Look for clues that the retailer is credible. Do they have physical premises, or an address on their website, are they a well known name. Do they have a sound money back policy in case anything goes wrong?

\* You should receive an email or have a web page which you can print out as a receipt.

\* Look for a contact telephone number you can use if things go wrong.

\* If you don't get the goods you've bought, phone the credit card company. They'll usually refund you the money if the company doesn't deliver within a reasonable time.

\* Always check your credit card statement when it comes in and immediately report any transactions you haven't made.

\* Make sure you know the real costs, including shipping and any GST. In NZ you may be required to pay GST on online orders over \$400

**Happy Xmas ShoppingOnline!**