



Data Usage Guide

Internet service is now as necessary to our household as our electricity and water supply. With the large array of online applications we use daily, it can be confusing when trying to select the correct plan. While Redfox offer several unlimited data plans, it is important to understand how you use your data to ensure you are receiving the best pricing.

We understand that every family member will use your internet service in a different way. Below is a guide of approximate data used for some of the more popular online applications.

Activity	Approx. Data Used
Sending or receiving 40 emails without attachments	2 MB
Visiting 5 different web pages	2 MB
Browsing Facebook for 10 minutes	3 MB
Streaming 1 hour of music	150 MB
Streaming 10 minutes of video on YouTube (standard definition)	70 MB
Making a 10 minute call on Skype (standard not video)	10 MB
Uploading 10 photos	40 MB
1 hour Netflix Streaming (HD)	3 GB
1 hour Netflix Streaming (4K)	7 GB
1 hour online gaming	50 MB

Managing your data usage

There are many ways that you can monitor your data for usage patterns and to ensure you don't go over your limit.

Redfox customers can monitor their usage by doing the following:

- Click on the 'Customer Login' button located at the top right of our web page.
- Enter your username and password and click the Login button
- Under the Manage Billing section click on View Usage and you will be able to see your totals for your month to date.
- Please note that usage data may be up to 24 hours old.

Redfox will also send you emails throughout the month which alert you when you are getting close to your data limit.

Some other tips for limiting your data usage, particularly on mobile devices:

- Turn off apps or features of your phone which automatically use data. Some phone features, like push notifications, use up data in the background and can be easily turned off.
- Manually shut applications on your phone or table to make sure they don't keep using data in the background. Some apps keep running in the background even after you have exited them.
- Applications such as Office 365, Onedrive and Windows Updates may be set to automatically download and this can impact your monthly usage as some updates are quite large.
- Be aware that some streaming services such as Netflix have different quality settings which are usually set to auto. This means that the resolution downloaded varies between Low, Medium and High and can change your download rate from 300MB(Low) to 7GB(High 4K) per hour depending on your preference.

What happens if you go over your data limit?

When you have reached your data limit for the month, shaping will take effect. This means that your speeds will be restricted back to 1Mbps/1Mbps until your next billing period. You can reset your data limit by contacting our office, however a fee is payable. Your speeds will return to normal at the start of your next billing cycle.

Should you find you are being shaped on a regular basis, Redfox allow you to increase your plan at no penalty.