

If you're not on unlimited broadband, you need to know about the allowances we set on how much data you can use. If you find these allowances don't suit you, it's easy to upgrade your broadband to Unlimited.

What is broadband usage?

Broadband usage is how much data you upload and download from the internet.

There are two main factors that contribute to the total amount of usage we measure on your line:

1. The number of devices you're using to access the internet at any one time (for example, computers, laptops, smartphones and tablets)
2. The kind of things you're doing and how long for. For example, whether you're browsing social media sites, watching videos (such as YouTube) or TV and updating software on your computer or mobile device, to name a few.

Some activities involve more usage than others. Watching a video, for example, involves downloading loads more data than looking at a simple web page or sending a short email. The table here shows what kind of usage is involved with some common activities.

Activity type	Typical usage in MB (megabytes)*	Typical usage in GB (gigabytes)*
Standard Quality VOIP Telephony (1 Hour)	154 MB	0.15 GB
High Quality VOIP Telephony (1 Hour)	309 MB	0.30 GB
Citrix/ Microsoft Remote Desktop (no sound or printing)	100 MB	0.10 GB
Online catch-up TV service (1 hour)	644 MB	0.63 GB
Video streaming: for example, YouTube (1 hour)	429 MB	0.42 GB
Online gaming (1 hour)	43 MB	0.04 GB
Standard definition movie (2 hours)	1,974 MB	1.93 GB
High definition movie (2 hours)	4,292 MB	4.19 GB
Music (1 album, 10 tracks)	80 MB	0.08 GB
Photo (1 photo)	5 MB	0.01 GB

*these sizes are approximate and can vary.

What are monthly usage allowances?

Timico customers who aren't on an unlimited package have a usage allowance which starts from the first of the month and runs to the end of the month. Monthly usage allowances vary depending on which package you're on. Packages which have broadband usage allowances are:

Product name:	Monthly usage allowance
ADSL 10GB	10GB
Fibre 40/10 50GB	50GB

You may be on a different package variant to the above. If you are unsure of your 'Monthly usage allowance' please contact us.

How am I kept informed about my usage allowance levels?

If you exceed your monthly usage allowance your service won't be affected. We'll send an email to let you know when you're reaching your maximum usage allowance. Please see the table below to find out at what point you will receive warning emails. Advisory emails will be sent to your active Timico primary email address that was set up when you ordered broadband.

Usage allowance	Warning email 1	Warning email 2
10GB	7.5GB (75%)	10GB (100%)
50GB	37.5GB (75%)	50GB (100%)

You can log into your MyTimico portal to configure more alerts which you can received via email and Twitter direct message.

What happens if I go over my monthly usage allowance?

If you exceed your usage allowance, you'll be charged for any additional usage in units of 1 gigabyte (GB), at £2.25 per GB, which will appear in your next bill.

How can I keep an eye on my usage?

You can do this by using our [MyTimico Portal](#). Here you can see how much of your monthly usage allowance has been used and how much you've got left for that month. This is updated daily in the afternoon and shows usage up to the midnight the day before.

What can I do if I regularly go over my usage allowance?

It can be tricky knowing how much broadband you're using. And if a lot of your time online is doing things such as watching TV (like BBC iPlayer), streaming video (like YouTube) and downloading films, you can use your allowance quite quickly. If this is you, why not upgrade to one of our unlimited usage packages.

Is everything I do taken into account under broadband usage?

Yes, both upload and download usage is combined to give the overall usage amount.