Assistance is available from our Customer Service team regarding information on usage. We are always ready to assist you to choose a service which is appropriate to your needs.

Choosing the right plan

Choosing the right telecommunications product to suit your needs can help you to keep control of your spending from the start. We recommend that you review the applicable charges for plans, keep your expected use of the services in mind and be aware of any eligible savings, for example, in bundling your phone and internet with us It's important to discuss responsible phone and internet use with your family, housemates and/or partner so that everyone understands how their use can impact the household financially. Especially for young and teenage phone users, discuss the use of Premium Voice Services and Premium SMS / MMS Services that can rack up large, unexpected bills in a short time frame. We have provided further information on these services and available barring options below.

Internet Usage – Let Us help you Select the right service

What is internet usage?

The volume(s) of data which is transferred between your computer or other devices (e.g. smart phone, tablet) connected to and using Internet services over a defined time frame. Data volumes are measured in bytes, kilobytes, megabytes and gigabytes.

Data can be transferred in two ways;

* From the Internet to your computer or device(s)in a download - e.g. watching a video online;
* From your device(s) or computer to the Internet in an upload - e.g. putting up pictures/ videos/ blogs/feeds   etc to a social media site
* A combination of both when transacting on an E-Commerce site involving downloading critical product/service information and uploading personal information and/or payment details

However you use the internet on your computer or device(s), all activities that involve data exchange and contribute to your overall usage including both Uploads and Downloads.

A download means that data is transferred from the Internet to your computer or device.

Examples of downloads:

Email: Reading emails involve opening files received such as PDFs, word documents, photos, other attachments and written messages within the body of the emails themselves.

Navigating the Web(Surfing): Every site you visit sends data to your computer so that it can display the information correctly.

Web-TV and Web-Radio: These online media applications send a stream of data every second and so they use much more bandwidth than just surfing the web.

Chatting and other Internet exchanges: This activity involves messages received in an online conversation. Video conference chatting uses more bandwidth than typed messages. Downloading songs, movies, software or images also uses bandwidth.

A download means that data is transferred from the Internet to your computer or device.

Examples of Uploads

Chatting: Each video conference or message sent in an online conversation is an upload. Video chatting involves larger amounts of data transfer compared to text chatting.

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Email: Any message or attachment (photos or Word, Excel or PowerPoint files) sent in an email is an upload. The larger the file attachment, the larger the volume of upload.

Music Exchange sites (Peer-to-Peer): Some sites used for downloading files, songs and videos (such as iMesh, FrostWire, BitTorrent, Vuze, eMule, and etc.) are based on file exchanges which involves other users accessing your library to download songs from it and this can count towards internet usage as an upload.
Most people tend to download more than they upload.

A gigabyte (GB) is measurement unit for computer data that is technically around 1000MB... and about 1,048,576 Kilobytes (KB) but in the real world, this equates to approximately:

- 1.5 hours of Video Conferencing
- Around 200 music tracks (5MB each); or
- Approximately 1000 images or photos (1MB each);
- 1.4 standard definition movies (700MB per movie)
- 2 hours of streaming TV (500MB an hour)

To access your updated usage information and other details, please call our trained consultants.

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