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Acceptable Use Policy

If you're on one of our 'No Fair Usage' broadband packages, you don't need to worry about your broadband usage, but if you're not on a 'No Fair Usage' 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 just contact your Account Manager or our helpful office team on 01656 33 44 55.

What is broadband usage?

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

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

- The number of devices you're using to access the internet at any one time (for example, computers, laptops, smartphones and tablets)
- 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 (such as BBC iPlayer) 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*
Online catch-up TV service (1 hour)	644 Mb
Video streaming: for example, YouTube (1 hour)	429 Mb
Online gaming (1 hour)	43 Mb
Standard definition movie (2 hours)	1,974 Mb
High definition movie (2 hours)	4,292 Mb
Music (1 album, 10 tracks)	80 Mb
Photo (1 photo)	5 Mb

*these sizes are approximate and can vary.

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SCG Wales Limited 4 Old Field Road Bocam Park Pencoed Bridgend CF35 5LJ
 Tel | +44 (0) 1656 33 44 55 Fax | +44 (0) 8445 796 991 Email | info@scgwales.co.uk Web | www.scgwales.co.uk

What are monthly usage allowances?

Our customers who aren't on an 'No Fair Usage' 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. Our broadband packages and usage allowances are below:

PACKAGE	BILL NAME	ALLOWANCE
BT 10G	BT ADSL2+ 10G	10 Gb
BT 75G	BT ADSL2+ 75G	75 Gb
BT 250G	BT ADSL2+ 250G	250 Gb
BT Unlimited mkt3	BT Unlimited MKT 3	Unlimited
BT 5G 20cn	BT MAX 5G	5 Gb
BT 50G 20cn	BT MAX 50G	50 Gb
BT 100G 20cn	BT MAX 100G	100 Gb
Gold SMPF	TTB ADSL2+ SMPF 75GB	75 Gb
Platinum MPF	TTB ADSL2+ SMPF Unlimited	Unlimited
TTB Annex M Business	TTB Annex M Business	75 Gb
Gold MPF	TTB ADSL2+ MPF 75GB	75 Gb (Most common Package within SCG Wales)
Platinum MPF	TTB ADSL2+ MPF UNLIMITED	No Fair Usage
B 2+	O2 Business 2+	No Cap
B 2+ Pro	O2 Business 2+ Pro	No Cap
B Pro M	O2 Business PRO (M)	No Cap
Fibre 100	Fibre 100	100 Gb
Fibre+100	Fibre+100	100 Gb
Fibre+Unlimited	Fibre+Unlimited	Unlimited
Fibre+EBEUnlimited	Fibre+EBE Unlimited	Unlimited

Each Gb that you go over your allowance is charged at £1 and will appear on your bill approximately two months later. Eg: Overusage for March would appear on your May bill.

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. Contact our sales team today on 01656 33 44 55.

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