

MANAGING YOUR DOWNLOAD ALLOWANCE

Your Village Networks broadband subscription comes with a monthly download allowance of 60GB. To avoid a restriction to slower speeds, you need to make sure you don't download more than that 60GB in any calendar month.

Download? Upload?

Not everyone is familiar with these terms. It's important to know the difference.

Upload refers to the data – the pictures, files, messages, documents, chat messages, tweets – you *send* to someone else. You might send them from a

desktop or a laptop PC, or tablet or phone (when they're connected to the wi-fi in your home or office). Anything that you send is upload.



Download refers to the data that you *receive* on those devices. Pictures, documents, music, video, chat messages – and web pages, too – are downloads.

When those downloads goes through your Village Networks connection between 0600 and 2300 hrs, it counts as part of your bandwidth allowance.

How much is an email? How much is a Word file?

Some of the things you download use very little of your allowance. Tweets, or emails, or chat messages.

Some other things can use more of your allowance: emails with large attachments, pictures, video.

Here's a comparison of some typical downloads, and the size in megabytes.

- A simple text-only email is about 2 Kb
- A typical office document is around 150 Kb – 450 Kb
- A medium-resolution photograph is around 2 MB
- 2 minutes of high-resolution video is about 2GB

- One average-length music track can be between 3MB and 10MB, depending on the audio quality.
- One hour of standard quality iPlayer content is around 350MB
- An hour of HD iPlayer content is around 1.2GB

10MB is equivalent to 2 music files or 10 presentations or 500 pages of text-only email, two minutes of standard quality iPlayer, or around half a minute of iPlayer in HD.

50MB is equivalent to 10 music files or 50 presentations or 2,500 emails, or about 10 minutes of standard quality iPlayer viewing.

100MB is equivalent to 20 music files or 100 presentations or 5,000 emails, or 20 minutes of standard quality iPlayer.

1GB is equivalent to is equivalent to 200 music files or 1000 presentations or 50,000 emails, or a long standard quality movie on iPlayer.

What uses up your bandwidth?

For most people, the Village Networks standard download allowance is more than enough for all their needs. However, if you have a busy household, with a home office, and several devices on-line at a time, you may notice your use creeping up. And you'll find it easier to stay within your download limit if you know what kind of things result in heavy use. Here are some examples...

- Automatic software updates
- Receiving digital images and video via email.
- Downloading music files
- Playing on-line games with your computer, or on a Playstation or Xbox
- Watching TV or movies through applications such as iPlayer or NetFlix
- Viruses and Trojans can cause significant bandwidth use, without you knowing anything about it.

Remember – it doesn't matter how much you upload (how much you send from your computer). Village Networks only measures the data you download (which you receive on your computer). And we only measure it between 0600 and 2300 hrs.

Mb? MB? GB?

A bit is the smallest unit of information in digital communications. There are eight bits in a byte. A kilobyte (Kb) is 1024 bytes.

A megabit – Mb – is, roughly, a thousand kilobytes.
 A megabyte – MB – is about a million megabits.
 A gigabyte – GB – is about a thousand MB.

How to stay within your limit

There are some simple steps you can take to stay on the right side of your bandwidth allowance.

Turn off automatic updates. Make sure you only update your software between 2300 hrs and 0600 hrs.

Manage the amount of time spent watching streaming TV, or on-line gaming.

Arrange big downloads to happen between 2300 and 0600

Make sure you use good anti-virus software, which is regularly updated (best done between 2300hrs and 0600hrs, of course), and always active.

If, like most Village Networks subscribers, you don't receive email notifications from us, you can continue using your internet connection as you always have – you'll be well within your allowance limit, and have no need to take special steps to limit your use.

Software is available that measures your upload and download for you. You can check how much you've used whenever you like, instead of waiting for a notification from us. You'll find a choice of software by searching for 'bandwidth monitors'.

If you're a heavy user – in the music or video industry, for instance - you can always opt to upgrade your bandwidth allowance. See our website for details.

Village Networks Fair Use Policy

The standard monthly download allowance is 60GB. Uploads and downloads between 2300hrs and 0600hrs are unlimited.

You will be notified when your use reaches 50%, 75% and 100% of your allowance. If your use exceeds 100% in any month, your download speed for the following month will be restricted to 2Mb/s. If your downloads exceed 100% of your allowance for a second consecutive month, your download speed will be restricted to 1Mb/s.

If you need more than the standard 60GB monthly download allowance, you can upgrade your subscription.



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