



Residential Data Plan FAQ

How much do I get with my Data Plan?

The base MTCO data plan includes up to 600 GB of usage. This plan allows for a significant volume of internet activity. The number of MTCO High Speed Internet users who utilize more than 600 GB per month is approximately 1% of total users. We estimate that 99% of our customers will have a more than sufficient amount of data in their base plan which is included at no charge. For those who need more data, you have the option of upgrading to a higher data plan of 750 GB, 1 TB, or Unlimited at a discounted rate. We've provided some usage examples in the following chart.

MTCO DATA PLAN OPTIONS	600 GB	750 GB	1 TB	Unlimited
	\$0	\$15/mo	\$35/mo	\$65/mo
MONTHLY DOWNLOAD ACTIVITY EXAMPLES	600 GB	750 GB	1 TB	Unlimited
Hours of streaming online music	9942 hours	12428 hours	16,570 hours	Unlimited
Stream one-minute YouTube videos (standard quality)	1370 videos	1713 videos	2284 videos	Unlimited
Watch hour-long TV shows online (high quality)	600 shows	750 shows	1000 shows	Unlimited
Stream full-length movies (standard definition)	230 SD movies	375 SD movies	500 SD movies	Unlimited
Stream full-length movies (high definition)	198 HD movies	248 HD movies	330 HD movies	Unlimited

Why does MTCO enforce data plans?

MTCO has experienced a dramatic increase in the amount of data that is sent and received over its wireline broadband networks. This dramatic increase is driven primarily by a small fraction of our customers (about 1%) who consume a disproportionate amount of bandwidth, which can negatively affect the Internet experience of those who consume far less. Lopsided usage patterns can cause congestion at certain points in the network, which can slow Internet speeds and interfere with other customers' access to and use of the network. Data Plans are one step among several that will help us continue delivering a quality Internet experience for all of our customers. Other such steps include the sizable investments we have made – and will keep making – to provide greater downstream and upstream system capacity and more bandwidth per home. That's why, as a complement to our network investments, we have generous Data Plans. They are a fair and equitable approach to help us make sure the other 99% of our customers are able to fully enjoy their current online activities.

What is a gigabyte?

A gigabyte (GB) is a unit of measurement of the amount of data that is transmitted over the Internet. A typical standard definition, one hour TV show will consume around 1 GB of data while an HD quality, two hour movie streamed over the internet uses approximately 3 GBs. It is important to remember that a GB represents the *amount of data* sent over the network, and *not the amount of time* spent using the Internet.

Our average MTCO High Speed Internet customer uses less than 100 GB per month. Only a little more than 1% of MTCO High Speed Internet users utilize more than 600 GB per month. We estimate that 99% of our customers will not be affected by data plans.

Will spending a lot of time on the Internet cause me to exceed my data plan?

Time alone is not the determining factor; it is the activity that matters. You could spend several hours reading emails, for example, and use less than 1 GB of data. You could spend 30 minutes downloading a movie, on the other hand, and use 2 GB of data. It is important to remember that it is what you are doing on the Internet, not how long you do it, that determines the amount of data that you use.

What is included in my usage?

Usage includes all of the data you have received (downloaded) or sent (uploaded). In addition, we take into account the standard network protocols (such as Ethernet and IP activity) that are used to transmit content via the Internet.

Does Wi-Fi usage count toward my data plan?

If you access the Internet through your wireless home network using any type of device (including Smartphones and tablets), that access will be included. However, if you access the Internet via a public or commercial Wi-Fi hotspot or your cellular provider's 3G/4G network, that access is **not** counted toward your usage.

Can anyone other than someone in my immediate household affect my bandwidth usage?

If you have not secured your home wireless gateway/router with a password, someone nearby with a computer or Wi-Fi enabled device could access your home network and use your High Speed Internet Service, which could increase your monthly usage. MTCO recommends that you secure your wireless router/gateway to prevent others from using your connection. We suggest that you use Wireless Protected Access 2 (WPA2) for Wi-Fi security. Call 800-859-6826 for support in securing MTCO provided devices, or your manufacturer's website for help with securing your wireless router/gateway.

What will happen if I exceed my data plan?

If you exceed your data plan, you will begin incurring overage fees at the rate indicated in the chart below.

DATA PLAN	MONTHLY RATE	OVERAGE FEES
600 GB	Included	\$10 per 50 GB
750 GB	\$15	\$7 per 50 GB
1 TB	\$35	\$7 per 50 GB
UNLIMITED	\$65	No Overage Fees

If at any time throughout your data usage cycle (the 25th of previous month through the 24th of current month) you find you are exceeding your data plan, you have the option to upgrade to a data plan that will better fit your needs. Contact our Customer Service at 800-859-6826 for assistance in determining if an upgrade would be the most cost effective solution for you.

How will I be alerted when I am close to exceeding my data plan?

To help you track and manage your usage, contact Customer Service at 800-859-6826 or complete an alert message request form online at mtco.com/alertmessage. Once you are enrolled, MTCO's billing system will automatically issue a proactive notification at 80% of your usage and again when you have reached 100%. Alert messages will be issued to your enrolled email address, and you may also sign up to receive alert messages via SMS text message depending on your communication preferences.

Does MTCO provide a tool for me to monitor my usage?

MTCO's online billing system does provide you with your current usage total, but note it may not include the last 24 hours of your online usage. You can access your account at <https://ebill.mtco.com>. After logging into your account, select the "Current Usage" tab and then select your internet username from the drop down box under the tab. The Usage Indicator will reset at 12:01 a.m. on the 25th of each month to begin tracking your new cycle. Your previous month's usage will be available after the billing cycle closes. In addition, your usage and Data Plan will also print on your monthly invoice in the MTCO Internet Usage section.

What steps can I take to reduce my usage?

Once your internet connection is secured there are several steps you can take to make sure you are efficiently using the data that is available in your plan. One step is to only watch HD video when the screen size requires it. For example, you would want to watch an HD streaming video on your flat screen TV but SD video will look just fine on a tablet or cell phone. All the major internet video providers provide options to stream either standard definition (SD) or high definition (HD) video. If you tend to binge watch Netflix video series be sure to stop the video stream when you are done. Otherwise this is akin to "leaving the water running" and your usage will increase due to the constant streaming even though you are no longer actually watching the video. This also relates to streaming of YouTube videos so it is wise to turn off the Auto Play feature. If you are a Bit Torrent user then you may want to limit the ability of other people to access the content on your computer as this can accumulate a high volume of usage on your connection as well.