

# Residential Data Plan FAQ

Conxus base Internet service does include a data plan as detailed below, however, some bundled service plans include unlimited data at no extra cost. Contact Conxus Customer Service for details regarding unlimited data options.

## **How much do I get with my Data Plan?**

The base Conxus data plan includes up to 1.5 TB (1,500 GB) of usage. This plan allows for a significant volume of Internet activity. For those who need more data, there is the option of upgrading to a higher data plan of 2 TB or Unlimited at a discounted rate. We've provided some usage examples in the following chart.

CONXXUS DATA PLAN OPTIONS	1.5TB	2TB	Unlimited	MAXPAK*
	\$0	\$15/mo.	\$35/mo.	\$14/mo.
Hours of streaming online music	24,855 hours	33,140 hours	Unlimited	Unlimited
Stream one-minute YouTube videos (standard quality)	3,426 videos	4,568 videos	Unlimited	Unlimited
Watch hour-long TV shows online (high quality)	1,500 shows	2,000 shows	Unlimited	Unlimited
Stream full-length movies (standard definition)	750 SD movies	1,000 SD movies	Unlimited	Unlimited
Stream full-length movies (high definition)	495 HD movies	660 HD movies	Unlimited	Unlimited

\* price when added to the [Premium Managed Home Wi-Fi Service](#).

## **What is a gigabyte? What is a terabyte?**

A gigabyte (GB) and a terabyte (TB) are both units of measurement of the amount of data that is transmitted over the Internet. A terabyte (TB) is equal to 1,000 gigabytes (GB). 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 and a TB represent the amount of data sent over the network, and not the amount of time spent using the Internet.

## **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. On the other hand, you could spend 30 minutes downloading a movie 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/5G network, that access is not counted toward your usage.



[www.mtco.com](http://www.mtco.com)  
800-859-6826

## **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. Conxxus 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 Conxxus 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 to the right.

DATA PLAN	MONTHLY RATE	OVERAGE FEES
1.5TB	Included	\$10 per 50GB
2TB	\$15	\$7 per 50GB
Unlimited	\$35	No Overage Fees
<b>MAXPAK*</b>	\$14	No Overage Fees

\* price when added to the [Premium Managed Home Wi-Fi Service](#).

If at any time throughout your data usage cycle (the 25th of the previous month through the 24th of the 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 to enroll in our Text Notification Package. Once you are enrolled, Conxxus's billing system will automatically issue a proactive notification if you reach 90% of the usage allotted for your data plan, and again at 95% and 100%. Alert messages will be issued to your enrolled email address and a text message will be sent to your Mobile Telephone Number.

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

MTCO's online billing system (eBill) provides your current usage up to the last hour. You can access your eBill portal at <https://ebill.mtco.com>. After logging in, click on the Usage Tab and your Current Usage Summary will be displayed. The Usage Indicator will reset at 12:01 a.m. on the 25th of each month to begin tracking your new cycle. For usage history, click on the Calendar Icon which will give you the ability to choose the month that you would like to see. In addition, your usage and Data Plan will also print on your monthly invoice in the Internet Usage section.

## **What steps can I take to reduce my usage?**

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 bingewatch Netflix video series, be sure to stop the video stream when you are finished watching. 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 watching the video. This also relates to the 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. See questions #6: "Does Conxxus Internet Service include a data plan?" on our Internet Support page for strategies to reduce your data usage.