

Data usage and the costs involved

Following an upturn in web technology and a rising number of customers recognising the benefits of mobile data, it is important that Total provide clarity regarding the cost implications of data usage.

Whilst we endeavour to inform all of our customers at point of purchase that their tariffs are a business tool and therefore are not suitable for live streaming, this information may not always be communicated to the end user. It makes good business sense to introduce or reinforce internal policies in order to combat the misuse of company devices. In some cases, there have been instances where data usage charges have become excessive.

This is something we all want to avoid, so **it is imperative to note that even unlimited tariffs can be regulated by fair usage policies. If you do overrun any tariff, additional usage will be charged on a per MB basis. Usage policies are set at gigabyte (GB) level and there are 1024 megabytes (MB) in a single gigabyte.**

To ensure that our customers and end users are provided with the most comprehensive information possible, every data connection is now supplied with a data usage information card which is attached to the SIM card, clearly explaining how much data certain activities use.

As a general guide, 1MB of data could be used in the following ways:

- Browsing 8 web pages
- Sending or receiving 200 emails without attachments or 10 emails with a simple one page attachment
- Using 15 hours of Satellite Navigation traffic alert service
- Using VoIP for 3 to 4 minutes of call time
- Downloading approximately one minute of medium quality audio or low quality video from a third party
- Downloading 3 mobile phone games (approximately 300KB each) from a third party
- Streaming approximately 35 seconds of TV media

It is important to note that these tariffs are intended for domestic business use only. If you are planning to travel abroad, please contact us to ensure that your device is enabled for international roaming and to discuss the relevant data bolt ons available.

Contact us

If you are interested in increasing your data tariff or have any concerns regarding data usage, please do not hesitate to call us on **0845 070 5450**.