

# Usage Guide

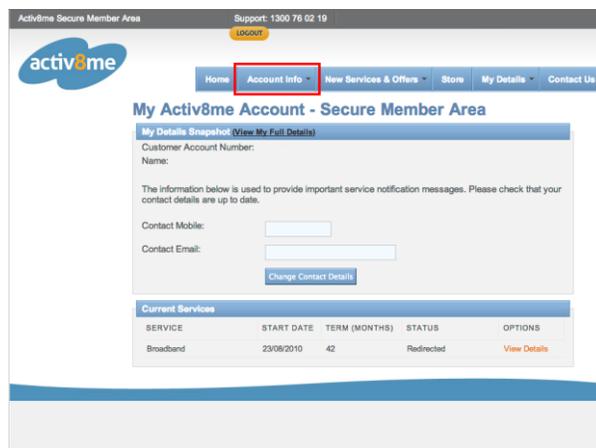
How to understand your usage.



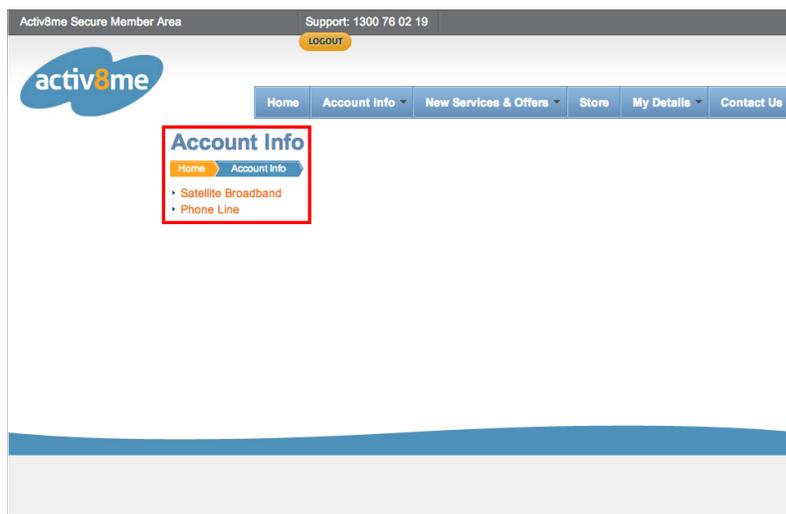
## Understanding Internet Service Usage

This guide shows you how to view the usage meter for your Internet connection and explains what it all means. We'll go over viewing your usage summary and then take a look at the detailed usage.

Let's get started. At the top of the page is the navigation bar, find and click on "**Account Details**".



This will take you to a list of services that you use. This sample account has a Satellite Internet and phone service but yours will probably be different to this. As the data usage meter only applies to your Internet service, click your service (In our case, **Satellite Broadband**).



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You should now be in a summary screen of your Internet service. There are a few parts to this page but we are only interested in the **Current Usage** area.

**Current Usage** ([View Detailed Usage](#))

A snapshot of your usage for the current billing month is provided below. To view more usage information, click [View Detailed Usage](#).

USAGE SNAPSHOT	PEAK	OFFPEAK
Monthly Quota	500 MB	2,000 MB
Total Quota Remaining*	500 MB	2,000 MB

\* Any data used while being shaped will not be shown in this total.

- ▶ Peak data time: 12:00 to 23:00 Broken Hill - (CST/CDT) Time.
- ▶ Off peak data time: 23:00 to 12:00 Broken Hill - (CST/CDT) Time.

The **Current Usage** area contains a **Usage Snapshot**, a quick summary of your household's data usage for this particular month. It states how much you have left to use (**Total Quota Remaining**) and how big your data plan is (**Monthly Quota**).

Your data quota is split into two time periods: Peak and Off-peak.

- Peak usage is the data limit you can use between 12:00 midday - 23:00, which is typically the busiest period of the day.
- Off-peak usage is the data limit you can use between 23:00 - 12:00, as this typically the quieter period of the day with less network traffic.

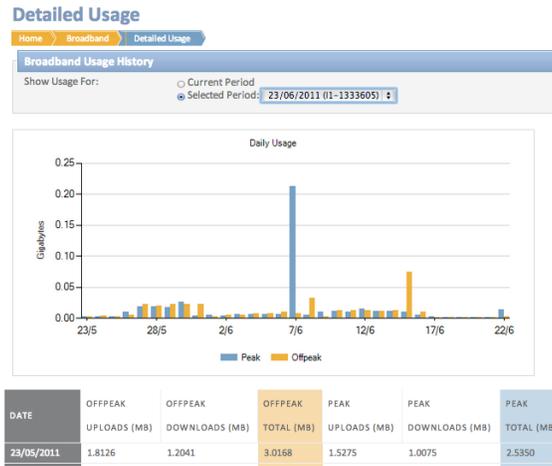
Internet Service Providers split data usage into Peak and Off-Peak period to encourage customers to download large files at times of the day that have less network traffic. This helps prevent any unnecessary network traffic from slowing down peoples and businesses connections during the busier periods of the day.

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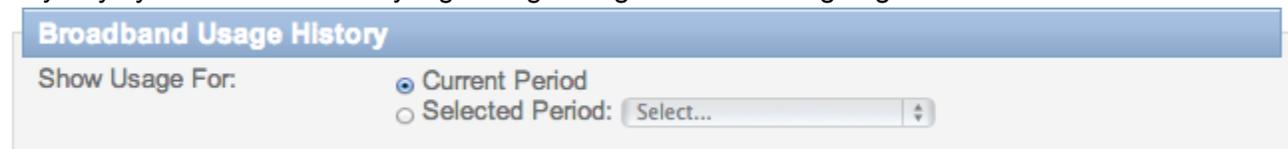
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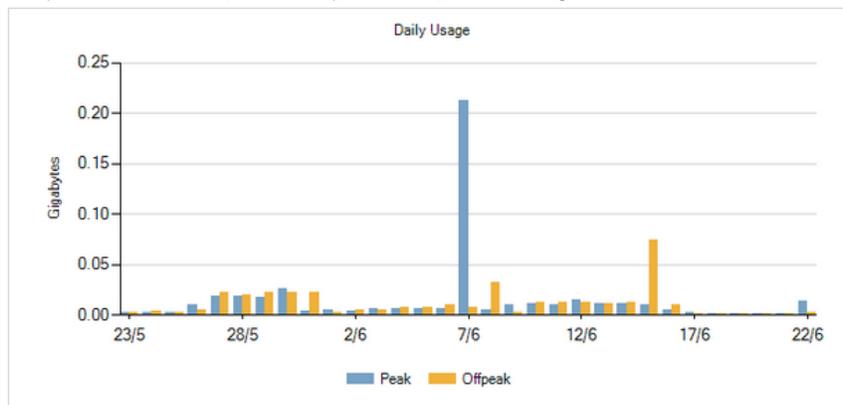
Let's look at the detailed usage page. You can open this by clicking on “**View Detailed Usage**” in either the left navigation pane, in the usage summary title or the link in the Current Usage section.



At the top of the Broadband Usage Section, you can change what time period to view your data usage within. Checking the “**Current Period**” button will show the current billing cycle while **Selected Period** lets you view usage for any previous billing cycle. You can use this to locate any days you've had unusually high usage to figure out what's going on.



Directly below this is the **Daily Usage** chart. After you have selected a billing period, the chart will graph your usage per day over the billing cycle. Blue bars represent your peak usage for that day while the yellow bars represent your off peak usage.



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Lastly, the day-by-day report breaks your peak and off-peak data usage into daily uploads and downloads in megabytes. This is useful to see how your data is being used and may help you figure out what's using your bandwidth.

DATE	OFFPEAK	OFFPEAK	OFFPEAK	PEAK	PEAK	PEAK
	UPLOADS (MB)	DOWNLOADS (MB)	TOTAL (MB)	UPLOADS (MB)	DOWNLOADS (MB)	TOTAL (MB)
23/05/2011	1.8126	1.2041	3.0168	1.5275	1.0075	2.5350
24/05/2011	2.1649	1.6193	3.7841	1.5545	1.5729	3.1273
25/05/2011	1.8445	1.2434	3.0878	1.4829	0.9867	2.4696
26/05/2011	2.4621	2.1855	4.6475	5.2650	5.2548	10.5198
27/05/2011	11.2691	10.9757	22.2449	9.6085	9.4814	19.0899
28/05/2011	10.0358	9.7144	19.7502	9.2880	8.9785	18.2665
29/05/2011	11.3550	11.0431	22.3981	8.8683	8.5826	17.4508
30/05/2011	11.2088	10.9195	22.1283	11.5472	13.8342	25.3814
31/05/2011	10.1929	12.3825	22.5753	1.4519	1.9189	3.3708