



Monthly Data Allowance / Data Cap Policy

Every month you can upload and download up to the size of your monthly data allowance / data cap by browsing the Internet, sending and receiving emails, uploading or downloading documents and files.

Once you have reached your monthly data allowance each additional megabyte (MB) that month will cost you 5 cents. This equates to \$51.20 per gigabyte (GB). 1 GB is 1024 MB.

If you're not utilising your full monthly data allowance you can change your plan at any time at no additional cost. There is no administrative cost to change your plan, only the plan change you are making, but you can only change once per calendar month (by the 28th each month). It is simple to change your plan and the change will be effective within two days.

Megabyte usage

Megabyte usage is based on the amount of data transferred through your Scorch Broadband connection (both uploading and downloading); this can include overhead data usage which is required for establishing and maintaining the connection. Any unused portion of your monthly data allowance will not be accumulated from billing period to billing period (from the 28th each month) and will not be refunded.

Internet Allowance Notifications

You can keep an eye on your monthly data usage online at [My Account](#) on the Scorch website. You will also be notified when you are close to exceeding your data allowance at 80% of your data cap and when you have reached your data allowance.

Internet Allowance Notifications are designed to help you keep tabs on your megabyte usage, but ultimately it is your responsibility to monitor how many megabytes you have used. Some viruses can lead to unexpected use of megabytes (MB) and this in turn can use up your monthly data allowance. This unwanted usage could lead to you reaching your monthly data allowance faster than you thought. You are entirely responsible for all data usage that occurs under your account, whether or not the usage is caused by a virus. Remember it is your responsibility to make sure you have sufficient security to meet your needs. Learn more about data usage online at [FAQ](#) on the Scorch website.