



Data Usage Policy

General

Every month you are allocated a monthly data cap.

Any **unused** portion of your monthly data cap will not be accumulated from billing period to billing period (the anniversary date of your installation) and will not be refunded.

1 GB is calculated as **1024 MB**.

Your usage is based on the amount of data transferred through your Scorch Broadband connection, both download and upload directions. This gives a total data used.

You will be provided with login details to check your usage on our "MY USAGE" portal.

Data Usage Notifications

Usage notifications will be sent to your email address, at 80% and 100% of your monthly data cap.

Data Usage notifications are designed to help you keep tabs on your data usage, but ultimately it is your responsibility to monitor how much data you have consumed.

It is solely your responsibility to keep track of your usage

Usage & Viruses

Some viruses can lead to unexpected use of data and this in turn can use up your monthly data cap. This unwanted usage could lead to you reaching your monthly data cap 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.

Fair Usage Policy

Scorch reserves the right to manage network resources to maintain the best overall network performance in the interests of the best overall customer experience.

Where some usage behaviours (such as file or peer to peer sharing) may be adversely affecting the network performance, Scorch may subject those connections to prioritisation protocol or bandwidth control to minimise congestion and negate impacts to the benefit of all Scorch customers.

Scorch Communications (Canterbury) Ltd

Fast, Affordable, Reliable,
Broadband Services
Terrestrial Wireless
RBI - DSL - Fibre - VoIP

Level 2, 88 Division Street
P.O.Box 8708
Christchurch 8041
Phone: **0800 726 724**
support@scorch.co.nz

InternetNZ
netsafe



Increase Your Monthly Data

You can increase your monthly plan's data allocation at the below rates as per your service and plan.

Terrestrial Wireless

All Plans \$10.00 per month for a 25 GB data block

RBI (Rural Broadband Initiative)

All Plans \$15.00 per month for a 10 GB data block

ADSL & VDSL

All Plans \$10.00 per month for a 100 GB data block

UFB Fibre

All Plans \$10.00 per month for a 100 GB data block

Any monthly data change is for a minimum 2 month period.

You can increase your monthly data size by as many data increments as required.

Any plan change is for a minimum one month period

Automated Data Blocks

If you exceed your monthly plan's data allocation during any month and decide not to increase your monthly data size, you will incur automated data blocks at the below rates as per your service and plan

Terrestrial Wireless

All Plans \$15.00 per 25 GB data increment

RBI (Rural Broadband Initiative)

All Plans \$1.75 per 1 GB data increment

ADSL & VDSL

All Plans \$15.00 per 100 GB data increment

UFB Fibre

All Plans \$15.00 per 100 GB data increment

You will be charged to the next GB data increment as listed above.