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 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.

Changing Plan

You can change your plan, data, email, etc at any time during your contract term. Please note any plan change is for minimum 2 month period and partial month charges apply.

Monthly Data

- ### *Terrestrial Wireless*

  You can increase your monthly plan's data allocation for $10.00 /month per 100 GB increment. Any monthly data change is for a minimum 2 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 $15.00 per 100 GB on a per event basis.

- ### *RBI*

  RBI Starter or Standard Plans:
  You can increase your monthly plan's data allocation for $15.00 /month per 10 GB increment.
  You can add the Unlimited Off-Peak (12am to 5pm) Discount Addon to your plan for $29.00 /month.

  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 $1.75 per 1 GB on a per event basis.

  RBI FWA Plans:
  Hard Suspend – Your connection will automatically be suspended when your monthly data cap is reached. Service can be restored by adding a data block (during office hours only), otherwise service will automatically resume after your monthly plan renewal occurs.

- ### *DSL*

  All capped plans can be upgraded with unlimited data for an additional $10.00 /month.
  Any monthly plan change is for a minimum 2 month period.

  Automated Unlimited Uplift – If you exceed your monthly plan's data allocation during any month and decide not to upgrade your plan, you will incur automated unlimited data uplift at $15.00 on a per event basis.

- ### *UFB Fibre*

  All capped plans can be upgraded with unlimited data for an additional $10.00 /month.
  Any monthly plan change is for a minimum 2 month period.

  Automated Unlimited Uplift – If you exceed your monthly plan's data allocation during any month and decide not to upgrade your plan, you will incur automated unlimited data uplift at $15.00 on a per event basis.