

BTC Broadband manages its network with one key goal in mind –to deliver the best broadband Internet experience to our customers. Over the upcoming months and years, we will inevitably see many more changes to the broadband industry, and we will continue to strive to meet this goal. BTC Broadband’s Bandwidth Usage Allowances will help ease congestion caused by disproportionate use. The vast majority of users do not fall into this “high user” category; however, it is imperative to our business and to the future of the industry to remain aligned with industry standards.

BTC Broadband’s Bandwidth Usage Allowances will be for each Internet account. BTC Broadband has something for everyone with monthly consumption thresholds ranging from 30GB to 400GB.

BASIC	STANDARD	SELECT	CHOICE	PRIME
30GB	60GB	200GB	250GB	400GB

FAQ’S

What is data usage or bandwidth usage?

Data usage, also known as bandwidth usage, is the amount of data, such as movies, photos, videos and other files sent, received, downloaded or uploaded over a specific period of time. Data usage is not the same as the speed of an Internet service. For example, a typical customer who uses the service to send and receive email, surf the Internet and watch streaming video may consume 30-60GB of data in a month (these numbers may vary on a monthly basis); while another customer who uploads or downloads thousands of pictures, emails files and images, downloads hundreds of songs and watches 1-2 movies every day, may use 250-350GB in one month. In both cases, however, the speed of each customer's service could be the same (for example, 10 Megabits per second ("Mbps") downstream and 1.5 Mbps upstream).

What will happen if I exceed my plans data usage in a month?

You will receive a notice warning you that you are nearing your plans threshold. At that time, you may elect to watch your usage closely to ensure you are not unnecessarily using more data than intended, you may upgrade your current Internet plan to a more robust plan that better fits your needs, or you may elect to have a fee assessed to provide you with more data usage. BTC Broadband may allow up to 3 months of overages in one calendar year before charges will be assessed. You can go to www.btcbroadband.com and use the data usage calculator at any time to see how much data usage your Internet account is using.

How do I know how much data usage I use?

In addition to using the data usage calculator that can be found online at www.btcbroadband.com, the following can be used as a guideline:

30GB of usage would allow one to:

- * Send 6 million emails (at 0.05 KB/email)
- * Download 7,500 songs (at 4 MB/song)
- * Download 15 standard-definition movies (at 2 GB/movie)
- * Upload 3,000 hi-resolution digital photos (at 10 MB/photo)

250GB of usage would allow one to:

- * Send 50 million emails (at 0.05 KB/email)
- * Download 62,500 songs (at 4 MB/song)
- * Download 125 standard-definition movies (at 2 GB/movie)
- * Upload 25,000 hi-resolution digital photos (at 10 MB/photo)

400GB of usage would allow one to:

- * Send 80 million emails (at 0.05 KB/email)
- * Download 100,000 songs (at 4 MB/song)
- * Download 200 standard-definition movies (at 2 GB/movie)
- * Upload 40,000 hi-resolution digital photos (at 10 MB/photo)