

Tech Tip for looking at your internet usage

It may surprise you to learn that ISP plans for data volumes and associated costs are regularly changing. Many customers set their data plan, and never review the plan. Interestingly the ISP will instantly charge for over use, or restrict usage; but they never draw your attention to an underutilised account.

It is recommended that you review your internet plan to ensure that you are getting the best value for money. In our experience of reviewing ISP accounts, we regularly draw customer’s attention to the fact that they can achieve savings, or move to improved plans.

What to do:

Locate your initial agreement which should state the data volumes, speed and costs.

1. Firstly, review your plan and see if it is still current, if not contact your service provider for a new plan; or shop around for a better deal.
2. Secondly, locate your recent bill and look to identify your volume use. If the Volume use is not on your plan, then it will be available to you via the ISP website, often via their customer portal. Log into the portal to view your data usage.
3. Thirdly, on inspection of your data usage; it will either be a consistent flat usage, or it may be erratic. Either way review the usage to the plan, and determine if this is worth your efforts to make a change. Typically, savings of 10 – 20 per cent do not warrant an ISP change, just modification to the plan. Changes of 50%+ is worth a rethink.
4. Many customers have several plans, one for mobile devices, one for internet usage, one for home usage, pay television, etc. Your review should include the better priced plans. Putting in a secure Wi-Fi connection to a home or office so that mobile devices firstly prefer Wi-Fi; is a means to reduce dearer mobile data usage.
5. Some providers today offer bundling of services to reduce your data charges. In most cases the bundling does represent real savings, and should be investigated.
6. You should also review the devices that you are using, much has recently changed with ISP Provided modems and technology. In some cases, or locations, 4G wireless can outperform dial up cable alternatives.

Once you have done the review, set a reminder in you Outlook calendar in 12 months for a Data Plan Review. And while you are there, select an annual recurrence.

You should be aware that not all ISP’s products are comparable, and you should give careful consideration to how the services are provided. For example, Telstra is generally the premium supplier of services in the market place, within capital cities and regionally. Other providers have concentrated in City areas and then pass regional contracts over to Telstra. Also other ISP providers rebrand Telstra products as their own, but charge additionally for the service.

Lower priced plans often have increased penalties for breaching the volume limits, and others just punish you for going over the volume with decreased services or no service at all.

If you are unsure of how to check or modify your current data plans, then please contact 4Data for additional assistance. 026239 9300