

INTERNET DATA USAGE

HOW DO I KNOW HOW MUCH I'VE USED?



Get a report by sending an email to cap@truewan.co.za with one of these email subjects: (no quotes, case insensitive)

'monthly'

Shows total usage for each month since joining TrueWAN. Graph attached.

'daily'

Shows total for each day of current month. Add year/month to get historic data. Graph attached.

'hourly'

Shows total for each hour of each day for the current month. Add year/month to get historic data. Graph attached.

'ip'

Shows daily usage per IP address, only useful for clients with more than one site that share one account. Report will show each site's traffic separately. Add year/month to get historic data.

...or :

Any other subject to receive a total for current month. Historic months info can also be retrieved for hourly, daily or ip reports. Just add the year/month in the subject, e.g. '**daily 2013/2**' will show daily report for February 2013.

DATA SIZES:

1 000 bytes = 1 KB
1 000 KB = 1 MB
1 000 MB = 1 GB

UNCAPPED SPEED

WHAT DOES IT MEAN WHEN I AM THROTTLED?

Uncapped Internet is slower than capped and the speed is determined through a **fair usage policy**. To receive a usage report for the last 7 days, send an e-mail to cap@truewan.co.za with the subject '**uncapped**'.

* **fair usage policy**

Your Uncapped Internet Speed is determined by how much data you use. Your speed will be limited to 2-4Mbps, depending on your package if you use less than 5Gb per 7day roll-over period. If you use more than 5Gb in any 7 consecutive days, the speed is throttled. See the www.true.co.za/truewan/rates to learn more about throttling.

VOIP REPORTS

Send a mail to cap@truewan.co.za with the subject '**Daily**' for a report of voip calls for the current month.

If you want historic reports, you can change the subject to '**Daily 2012/04**'. These reports will include internet & VoIP usage.



**True
Technologies**

www.true.co.za