



# Your guide to 4G mobile data usage

## We hope you are enjoying the benefits of our new 4G and upgraded 3G network.

The way you consume data has changed with 4G. From feedback we have received, here are the answers to some frequently asked questions about 4G data usage to help you get the most out of this vastly improved internet experience, whilst avoiding increased data charges on your account at the same time. We have also implemented a new process, detailed on this leaflet, designed to eliminate instances of data "bill shock".

### Will I automatically receive 4G if I have a 4G enabled handset?

Yes, you will automatically receive 4G if you have a 4G enabled handset without the need to manually enter an APN address.

### Does 4G use more data?

Technically no, but data is consumed a lot quicker on 4G. The amount you use depends on what you are doing online. For example downloads, uploads and streaming use more data than social media browsing. Your experience will be quicker so you will do more in less time and because you are doing more in less time, that means you could be using more data in a month than you used to use on our old 3G network.

### Does the same apply to 3G?

We have also upgraded our 3G network which is now a lot quicker as well, so the same rationale as above applies to 3G.

### Does my handset affect the amount of 4G data I use?

Factors such as the resolution of your handset screen can affect 4G data consumption. For example, if your screen has a 4K display, you will use more data when streaming 4K videos.

### What type of activities use a lot of data?

Downloads, uploads and streaming use more data than social media browsing for example. Turning off things like push notifications can avoid unnecessary data usage. Speed tests are heavy on data usage and the faster the speed, the more data will be used.

### Should I turn off automatic updates?

Updates such as new software can consume a lot of data. Turning off automatic updates in your settings means you will be asked when a new update is available, and how much data it will use, thus allowing you to make the choice. On an iPhone for example, go to your settings, scroll down to iTunes and App store and turn Updates off.

## New process to eliminate data "bill shock"

The introduction of 4G has seen a big increase in the amount of data our customers are using. We are currently working on a new piece of technology that will allow you to set your own data limits and we will advise when this is available.

In the meantime, with effect 24th September, we have implemented a new process whereby we will send you an sms when you are within 1GB of your data allowance. Your data services will be barred when you reach your limit and you will receive another SMS advising you of this. To avoid your data being barred, please contact us to add a data bolt-on to your account. Voice and sms services will not be affected. This process has been implemented to eliminate instances of bill shock with the quicker 4G network.

To obtain an accurate figure of your monthly data usage, please call us on 121, or email [121@airtel-vodafone.com](mailto:121@airtel-vodafone.com).

Although Apps are available that monitor data usage, please be aware that the accuracy of these readings should not be relied upon for definitive usage

## Should I increase my data allowance?

Because of the way 4G uses data, you should consider a larger data allowance to avoid out of bundle data charges. If you have noticed increased data usage on your last couple of bills, please consider one of our best value bolt-ons below, especially if your current allowance is less than 5GB per month. Find out more on our website, pop in store or call 121 and we'd be happy to help.

## Local data bolt-ons

<b>Rental</b>	£10.00	£19.99	£25	£35
<b>Data</b>	10GB	20GB	30GB	100GB

**Simply call us on 121 to add one of these bolt-ons to your account**

## I have another question which has not been answered here?

We are here to help, so please contact us at [121@airtel-vodafone.com](mailto:121@airtel-vodafone.com), call **121** or message us via **Facebook** or **Twitter**.