



Data Rounding Statement

Last Updated: 2020



- KCOM's Definition of a KB is 1024 bytes, MB is 1024² bytes and a GB 1024³ bytes
- KCOM's systems will round any additional data over usage up to the next whole GB e.g. if the customer had an inclusive allowance of 20GB and used 21.4GB, the additional usage would be 1.4GB but we would round it up to the nearest GB so the charge to the customer would be for 2GB extra.
- Download is when any device connected to your router copies data from one computer system over the Internet. This includes accessing webpages, streaming, viewing content online and any system updates required.
- Upload is where data is copied from any devices connected to your router to another computer system over the Internet. This includes social media updates, online storage and messaging, back-ups.
- Any retransmitted packets will be counted towards your data usage.
- KCOM reserves the right to calculate data usage based on the data that travels over the network in both directions; download and upload. Any data used in the establishment or maintenance of the connection is not counted. Any content which is viewed, accessed or processed by the end user is counted. The measurement of which may differ from the data the end-user's device consumes and from the data usage reported by the device.
- Whether data is encrypted or not, it is counted as usage data as are the headers on each packet.
- All downloaded data is considered chargeable data.
- If the customer exceeds their package data limit in the relevant period, they will be charged an amount for each GB, or any part thereof as defined in the rounding rules above. The cost per GB of additional usage is detailed in the product information in the Price List displayed on our website. The over usage is itemised and charged on the customer's next bill.

Thank you

KCOM
37 Carr Lane
Hull
HU1 3RE



business.kcom.com



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