Notes for Customers

Here are a few of the things that crop up with fast broadband for those who are new to the experience.

Data Usage

Using radio broadband we are measuring the amount of data transferred as a basis for billing. To give you an idea
1GB (Gigabyte) = 1000 MB (Megabytes)

- Download one music track   = 4MB => 250 music tracks = 1GB
- One 4 minute YouTube video   = 16MB => 60 minutes on YouTube = 1GB
- Browse Facebook for an hour   = 20MB (without videos) => 50 hours on Facebook = 1GB
- One hour on Google Maps   = 60MB => 17 hours on Google Maps = 1GB
- One 30 min episode of EastEnders   = 100MB => 10 episodes = 1GB (**not** in High Definition)
- One hour of Skype   = 250MB => 4 hrs on Skype = 1GB

Your new data allowance starts on the 9th of each month.

To find out what allowance you have left go to   http://add-on.ee.co.uk

Unexpected Data Usage

1. Some customers get through their data allowance very quickly and are surprised. We usually find in these situations that a programme is running in the background on an i-phone or apple computer. Some machines are set to automatically back up all music, video and picture files to the "cloud". To avoid excessive data usage you can turn off these automatic back-up operations on phones and computers.
2. Another hidden data use is automatic software updates. Microsoft have been automatically downloading Windows version 10 onto computers without asking permission! This activity and other software updates can cause unknown data usage from your allowance.
3. If you watch Facebook the videos automatically stream eating up data that you may not want to use. In settings on Facebook you can turn off the "automatically show videos" preference.
4. If you watch i-player or other video streaming using broadband can you choose **not** to watch in HD (High Definition) which can use four times more data?   BBC i-player increases the definition of their videos automatically if you have a fast connection speed.

Internet Watch Foundation – 18+ Content Block

Your Internet Service Provider can supply a broadband package with an 18+ content block in place. This can limit access to some television programs, internet sites and on-line content that you may wish to block on your system. Please feel free to ask at any time if you wish us to add or remove this block and we will arrange this with your ISP. Even with this block in place your ISP will not guarantee that inappropriate content is not accessible via the internet.

BushBroadband and Apple Imac/Mac Book devices

If you experience difficulty with connectivity whilst using your Apple device on our network the following steps have been shown to alleviate these issues.

These steps will need to be repeated whenever you experience these issues.

There are two main ways of being able to clean the Cache files on your MAC.

1. Manually step-by-step.
2. Using a cleaning utility such as "CleanMyMac 3"

If choosing option 2, please launch this programme and select the "Clean Internet Cache" this is the easiest way of doing this operation. An online video of this step can be found at https://youtu.be/1oUHlvA1DEA

However should you wish to do this manually, the below steps can be taken:

(Information supplied from www.macpaw.com/how-to/clear-cache-on-mac)

How to clear internet cache (or browser cache) manually

Potential space reclaimed from junk - Up to 15%. We all love to surf the web but every site we visit adds to the growing browser cache. Clearing your browser cache doesn't just free up space, it will can also clear your browsing history to secure your privacy.

Each browser has its own cache location, so the process of clearing is different in each case. For instance, Chrome cache location is in Settings, Safari stores its cache in Privacy, and Firefox cache location is History tab.

Here's a quick introduction into how to delete browser cache on Mac.

Chrome clearing cache tutorial - Here's how to clear browser cache in Chrome manually:

1. Click the burger icon in the top right corner of Google Chrome browser.
2. Choose Settings.
3. In the left menu, choose *History*.
4. "Clear browsing data."
5. Deselect all, but *Cached images and files.*
6. Timewise, choose *the beginning of time*.
7. Hit "Clear browsing data" button.

Firefox clearing cache tutorial - Here's how to delete cache in Firefox manually:

1. In the History menu, select *Clear Recent History*.
2. From the drop-down menu with time range, select the desired range; to clear all the cache, select *Everything*.
3. Next, click the down arrow next to *Details* and choose only *Cache*.
4. Click *Clear Now*.
5. Exit/quit all browser windows and re-open the browser.
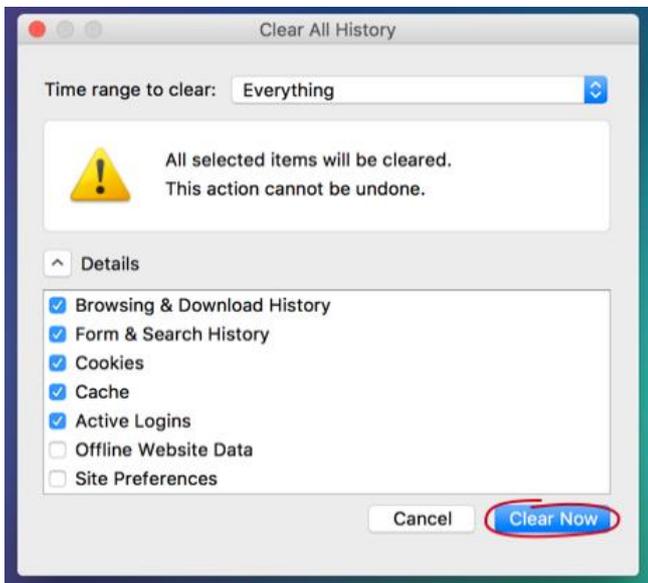
Safari clearing cache tutorial

Safari is a little trickier than the rest of the browsers. You could remove caches together with all the other website history through History — Clear History in menu bar.

But if you need more precision, here's how to empty cache on Safari browser:

1. In the top menu, choose Safari.
2. Click *Preferences*.
3. Choose the *Advanced* tab.
4. Enable *Show Develop menu* in *menu bar*.
5. Now go to *Develop* in menu bar.
6. Choose Empty caches.
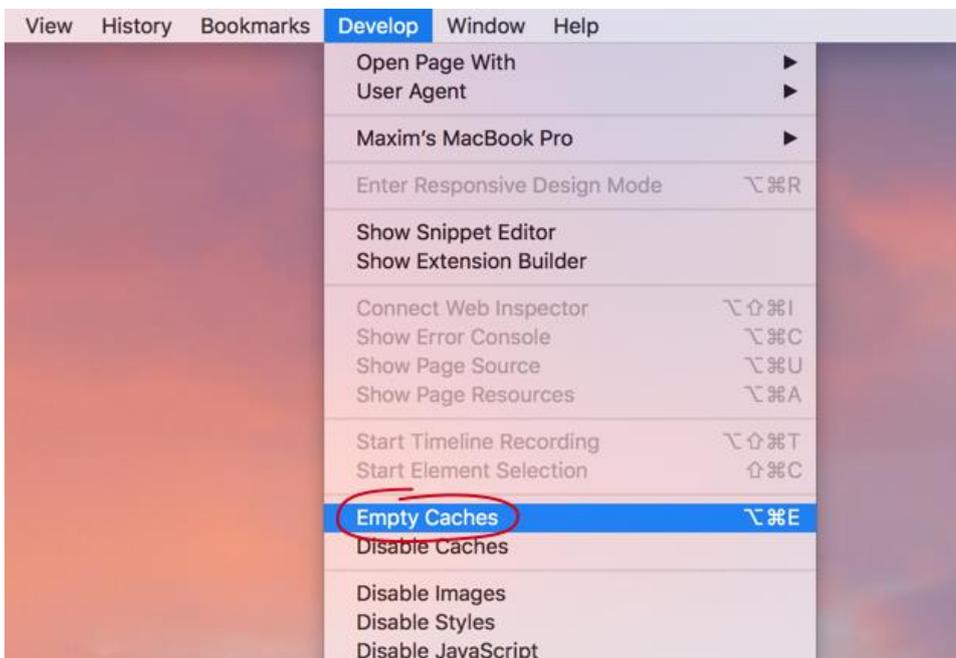
Make sure you close/quit the browser and restart it after clearing cache. Cache clearing can take a while, so you can try clearing your local DNS cache to speed it up.

Manual methods remove most of the browser junk but if you want to remove all of it, from all your browsers at once, there's a safer and faster method to clear your internet cache on any browser.

Some notes from an Apple Chat Page

Tips for reducing data usage on Apple hardware.

The four Macs, six iOS devices, Apple TV, VoIP telephone, and numerous other connected devices in the house present a challenge. Unplugging the satellite modem would have worked, but at considerable inconvenience. Instead, I decided to take multiple less-draconian measures:

Turn off automatic updates. So far this month, I've downloaded more than 14GB of updates for Apple software alone on a single Mac. Having that happen behind your back when you're running low on data isn't wise. On a Mac, go to System Preferences > App Store or Software Update (earlier versions) and uncheck everything under Automatically Check for Updates, plus Automatically Download Apps Purchased on Other Macs. On an iOS device, go to Settings > iTunes & App Store and turn off Updates. (While you're at it, you might want to turn off iTunes Match and automatic downloads for Music, Apps, and Books.) You'll still be notified when updates are available, and can download them manually as needed.

Uncheck the highlighted items here to prevent stealth downloads of software updates.

Use iTunes for iOS backups. I had already backed up my iOS devices to iCloud, but during my data-constrained weeks I had to restore two devices. That meant downloading many gigabytes of data from Apple's servers. Had I backed up locally to iTunes, I wouldn't have faced that problem. To configure an iOS device for iTunes sync, plug it into your Mac with a USB cable, select the device in iTunes, select Summary, and then select This Computer under Automatically Back Up.

Turn off My Photo Stream. Whenever you snap a photo with your iOS device, My Photo Stream copies it to iCloud and then down to your other devices. Consider turning it off temporarily. On a Mac, go to System Preferences > iCloud, click Options next to Photos, and uncheck My Photo Stream. On an iOS device, go to Settings > iCloud > Photos and turn off Upload to My Photo Stream. (In iOS 8.1, also turn off iCloud Photo Library.)

Stop excessive streaming. Painful as it may be, stop using your Apple TV—or use it only to play video stored on a local Mac or iOS device. Streaming audio and video from sources like iTunes and Netflix consumes loads of data.
If you have Sky+ record rather than use Catch Up TV

Choose voice over video. Video calls using Skype, FaceTime, Google+ Hangouts, and similar services use a lot more data than voice calls or text messages.

Watch online backups. When you're data-constrained, consider excluding large files such as virtual machines, movies, and big disk images from cloud backups. Back those up to a local hard drive instead.

Borrow bandwidth. I took my MacBook Pro to coffee shops and the library, using their free Wi-Fi to download software updates, back up files, and do other bandwidth-intensive tasks—and turned off those services while at home. Had I asked, one of our neighbors might also have lent us a cup of Wi-Fi.

Switch to mobile. Our iPhone plans have data caps too, but they offer a bit of a buffer. By switching off Wi-Fi on the phones (Settings > Wi-Fi) and using cellular data for most email and Web browsing, we trimmed our cable data usage a bit. Tethering an iPhone to a Mac using Settings > Personal Hotspot is another option, but would have quickly overwhelmed our cellular data plans.

Check Activity Monitor. If you suspect your Mac is using too much bandwidth but don't know which app is responsible, open Activity Monitor, click the Network tab, and click Sent Bytes or Rcvd Bytes to sort the list of apps by how much data you're sending or receiving. Turn off or change settings on apps that are overdoing it.

Activity Monitor's Network tab tells you how much data each app sends and receives.

I hope this helps you save your data usage if the need arises in the future.

Any questions please email – info@bushbroadband.com