How to check my data usage?

You can use the "Web Self Care" facility available via our website www.sure.co.sh to check your Broadband account balance at any time. You can also see exactly how much data is uploaded or downloaded from 6am to midnight and during the Free Usage Zone from midnight to 6am. On the left hand side of the portal page, once you have logged in, you can access the Session Log and then key in the required dates you wish to analyse.

Useful tip: It is good practice to switch your modem off and on again before checking. Also to refresh your web-browser page. This will then give you actual data used up to the point your last session ends.

The Usual Culprits

The wide range of devices and programmes used by customers mean that the possibilities for excessive data (MB) consumption are extensive. Data consumption can be attributed but not limited to some of the factors below i.e

- Operating System updates i.e Windows 10, iOS, Android etc.. – if not scheduled overnight, or disabled, or if manually triggered
- Large Email attachments
- Email links – someone may have sent you a link to a YouTube video, music, or shared a link to their uploaded photo album, for example. The link is small, but the content can be large.
- Anti-virus updates
- 3rd party software updates – these updates are not controlled by the operating system
- Store updates – e.g. iTunes, Android Play Store, Microsoft Store (for Windows 10)
- YouTube – streaming video sites consume high MBs
- Downloads – music / video media and software downloads consume high MBs.
- Cloud services – OneDrive / SkyDrive, Google Cloud, Apple iCloud.
- Skype / Face Time etc – particularly if using the video facility
- Virus/Malware/Trojans – this is a possibility, if your computer is not protected with up-to-date Antivirus software
- Facebook (Dynamic content)
- Kindle Updates

Useful tip: Check your internet browser history for the date in question. Be sure to check all browsers, if you have multiple ones installed (e.g. Internet Explorer, Firefox, and Chrome) and check all computers that might have been connected via your internet package. As long as the history is not deleted, this may give you a clue to the activities/s that resulted in large data usage. You do not need to be online to check your browser history. (Please note however, that such history will not record activities and data usage of Viruses, Malware or Trojans)

Security

Is your wireless modem secure? Is your password secure?

It is not unknown that excessive data usage can be attributed to an unauthorised user/s knowing your secure wireless key and passwords and hacking into your account.

Useful tip: Ensure that your password is in the format recommended by Sure i.e random use of alpha/numeric characters. Avoid using words, names, birth dates etc. With the rise of social media many of these key facts about You, can easily be obtained.