

Mobile data explained

Mobile data is when your phone or tablet connects to the internet using the 3G/4G/5G network (not using Wi-Fi).

Data usage

Data travels along network paths in 2 directions:

- From your device to the network (uploads)
- From the network to your device (downloads)

Your data usage is the total amount of data sent back and forth.

It's measured in kilobytes (kB), and each time you use data it's combined into a single data package / packet and rounded up to the nearest kB.

- Kilobytes: 1,024 bytes = 1 kB
- Megabytes: 1,024 kB = 1 MB
- Gigabytes: 1,024 MB = 1 GB

Some devices might measure data using a different scale.

Security features

Security features (like encryption/tunnelling), that are used to protect information sent between your device and the network, will use more data. We don't control this, and we'll charge you for all data used. If you're using encryption/tunnelling, downloads (downloading TV shows or streaming music) or uploads (sending emails or uploading files) will be slower.

Data charges

With Sky Mobile, you can go on the sky.com website and the My Sky app without using your data.

If you have a Sky TV subscription as well as Sky Mobile, you can also use any Sky apps on the go without using your data allowance. Sky apps, like Sky Go, will still show as using mobile data in your device settings but it won't come out of your monthly data allowance. *Streaming adverts before or during on demand content, and watching ads within some Sky apps might use your data allowance. For more info and a list of Sky apps, go to [sky.com/watchmobile](https://www.sky.com/watchmobile) article.*

If you use VPN or a Proxy Server, then we might not be able to see which app or website you used the data for and you might be charged for it.



Your monthly data allowance

Any data you use within the UK, European Union / European Economic Area (EU/EEA) or Roaming Passport Plus destinations will come out of your monthly data allowance.

If you use it up, you won't be able to use any more until your allowance refreshes next month (at the end of your billing period). To top up your data before then, you can either:

- Roll back data from your Sky Piggybank
- Mix to a bigger data plan
- Buy a data Add On

Data roaming

Any roaming data used outside of an EU/EEA or Roaming Passport Plus destination isn't included in your data plan and you'll be charged for it separately per MB (megabyte).

We've set a data roaming spend cap (sky.com/roaming), to help you stay in control of how much you spend while you're away. You won't be able to spend more than this on data roaming (unless you've turned off the data roaming spend cap or set a lower monthly spend cap - sky.com/spendcap).