

Tip for February 2005  
Courtesy of Wyvern Technology  
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Got caught in that horrendous storm late week as no doubt did many of you. I could see it barrelling down Ryde Rd towards me in my little van waiting for the green arrow at Talavera Rd. Luckily everyone was driving really slowly and I was out of it by the time I reached Epping Boys'.

This month I am going to try and demystify downloading for you. Whenever ISPs (Internet Service Providers) talk about their plans, they talk about downloads and how much you are allowed with each plan. Most people have no idea what they are talking about, so here goes an explanation which will hopefully clear things up:

Every time you go onto a site on the internet you are downloading and the more pictures a website has, the more you will be downloading. So you don't have to actually ask for a program to be downloaded to get downloads.

With dial up, the download limits only count what sites you access as in the above paragraph and files you receive. Files or emails that you send (uploads) are not normally counted.

For Broadband connections, the charges are normally worked out on the total traffic – that is both downloads and uploads (what you send). So that if you send a large image in an email attachment, then that will count as part of your month's traffic.

Some ADSL and Cable plans have **unlimited** access which really means **reasonable** access. They limit your traffic (both ways) to say, 10 Gigabytes per month, and then if you go over the limit – hard to do – you don't pay more but you get slowed down to 56 or 64 kHz speed instead of 256 or faster by cable. Going over the limit also applies if you have a cap. Once you have reached your limit, say 256 Mb, then your access speed will slow to dial up speed.

I shall finish with a plea for us technicians;

I was told by someone in the business not to go into repairs because they told me that once you have fixed a computer, people blame you for ever afterwards when something goes wrong with their computer. This hasn't been my experience except on two occasions, so obviously I work with all the right people 99% of the time. Computers are notoriously difficult to fix and there are a myriad of things that can go wrong with them, so please be gentle with your technician.

Cheers,

Deirdree