

### Streaming through Netflix

Netflix offers four data usage settings to choose from:

**Low** - 0.3 GB per hour per device

**Medium** - SD: 0.7 GB per hour per device

**High** - Best video quality, up to 3 GB per hour per device for HD, and 7 GB per hour per device for Ultra HD

**Auto** - Adjusts automatically to deliver the highest possible quality, based on your current internet connection speed

#### **Adjust your Netflix data usage settings:**

Data usage settings only apply to the Netflix profile you set them from, meaning you can have different data usage settings for each profile on your account. If you are concerned about the total amount of data that Netflix uses, be sure to repeat the steps below for each profile.

1. From a web browser, go to your Account page.
2. Select a profile name from Profile & Parental Controls.
3. Select Change for Playback settings.
4. Select your desired data usage setting.

**NOTE:** Restricting data usage may affect video quality.

Save changes. Your changes will take effect within 8 hours.

5. Save changes. Your changes may take effect within 8 hours.



### Streaming through Stan

How do I control my video quality on Stan?

#### **Change video quality:**

1. Click/select the Settings cog while watching a video.  
The cog may be located in different areas of the screen depending on the device you are using.
2. Select your preferred quality setting.  
Not all titles are available in Full HD or 4K Ultra HD.

It's worth remembering, however, that high quality video will use up data at a faster rate than the Standard Definition option.

For a more detailed explanation of what each setting entails, check out the table below:

Quality setting Data usage per hour

**Ultra** (UHD) 7 GB per hour

**High** (HD) 2.89 GB per hour

**Medium** (SD) 1.13 GB per hour

**Low** (SD) 0.57 GB per hour

You can quickly see what setting is currently set by the label on the Settings cog.



## Changing the Quality of your YouTube Video

To give you the best viewing experience, YouTube adjusts the quality of your video stream based on your viewing conditions. This is why you may notice that the quality of your video changes as you watch videos.

Here are some factors that determine video quality:

1. The speed of your internet connection
2. Video player/screen size: Higher quality videos generally play better on larger screens.
3. Quality of the original uploaded video: If the video was recorded in standard definition, it won't be available in high definition.

### Change video quality:

You can manually adjust the video quality of any video you're watching on a computer, TV, or mobile device.

**Mobile device:** To adjust video quality while watching on your mobile device

1. In the video player, select **More**
2. Tap **Quality** ⚙️.
3. Select your preferred video quality.

**Note:** Choosing lower video quality (such as 240p and 360p) will make videos start more quickly. The video player will remember this setting for future videos you watch.

**Computer:** To adjust video quality while watching on your computer.

1. In the video player, select **Settings** ⚙️.
2. Click **Quality**.
3. Select your preferred video quality.

**TV:** To adjust video quality while watching on your TV

1. In the video player, select **More options** ⋮
2. Click **Quality**.
3. Select your preferred video quality.

**Note:** Some high-quality formats (i.e. 1080p, 4K) may not be available for all devices, as they may not support the latest video compression technology (VP9).

## Bandwidth Usage

1. **Turn off apps and devices when they are not being used.** You would be shocked at how much of your total internet speed services like Netflix and Hulu and even your TV can consume. These are easily the #1 cause of bandwidth issues. You can help reduce the load on the internet by simply turning these devices off when they aren't being used.
2. **Lower your video quality.** Google "how to lower video quality" for each of the services (Netflix, Hulu, YouTube, etc.) you use for entertainment. Lowering video quality by even one step can have a huge impact on your bandwidth usage and will help ensure both your home and your community have the fastest internet possible when it is critically needed for work or school.
3. **Whenever possible, move tasks that involve high bandwidth usage to the evening or morning hours.** This includes streaming, gaming, video conferencing, etc. This will help distribute the load on the internet evenly throughout the day and can significantly improve your download speeds if you are having issues.
4. **Try offline forms of entertainment.** Reading a book, gardening, riding a bike, taking a walk, cooking dinner... all these things require no internet connection. You can use this situation as an opportunity to spend some time with your family away from the screens and enjoy nature. It will be fun. :)

