

HIGH INTERNET COSTS? HERE'S WHY.

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Occasionally we receive enquiries regarding seemingly high Inetkey costs, especially from students. Usually, the causes are fairly straight-forward and can be easily prevented.

It's very difficult to say what is causing or what the source of the traffic is without actually looking at your Inetkey logs. So, to start, before contacting us about your Inetkey usage, first look at your logs on <http://www.sun.ac.za/useradm> and go to the [View Internet Usage] tool and under "View Type" select "Source" and select USER to refresh the display. If you take note of all the IP addresses and see if they are in fact your devices, you will get a better idea of which device is generating the traffic and at which times.

Keep in mind that Stellenbosch University has numerous times been rated as having the fastest internet in South Africa. Current speed tests show that the download speed is 95.29 MB per second and an upload speed of 58.12 MB per second. Subsequently, you can easily run up a massive Inetkey bill within minutes.

The following are a few potential causes for high Inetkey usage:

- Windows 10 updates that cannot easily be switched off with traditional means. **However, if the device is on the SU network and set up to receive updates from IT's WSUS server, updates will be downloaded locally and not run via Inetkey.**
- Updates stopping and restarting or not completing. Windows 10 1709 Creative Update is a little under 4Gb.
- Inetkey being left open on a device that is unattended overnight or during classes.
- Video streaming from sites not on the firewall exception list. Watching an HD streamed movie during the day and evening can generate 3Gb of data per hour.
- Using a laptop as a wifi hotspot for a cell phone to save on data costs.
- Using filesharing protocols like BitTorrent. Remember that uploads and downloads both generate traffic. If you use BitTorrent you are also seeding and will also pay for someone downloading your own files.
- Syncing files to DropBox.
- Weak passwords allowing neighbours and friends to share internet connections from adjacent rooms.
- Passwords being leaked to a friend or partners and then abused at a later stage.
- Viruses or malware included in BHO that spam and generate traffic. Often compromised e-mail accounts will cause high internet usage, because InetKey and email use the same password.
- Inetkey accounts being used on multiple devices.

If none of these seems to be causing your high Inetkey usage, you can ask Information Technology to investigate your internet usage (or issues). If you have a query send a complaint within 14 days to helpinfo@sun.ac.za. The cost of an enquiry is R200.00 per enquiry. If an error is found, the administrative fee will not be levied.

[Information supplied by David Wiles]

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