

# GSD. Global – Mobile – How to Know Your Mobile Data Consumption on iOS Device

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General Information:

Possible symptoms/errors:

User wants to know how is their Mobile Data Consumption on iOS Device.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution: User mobile device contract comes with data limit. This means that user can only use a specific amount of mobile data at no cost since it comes with their plan. Overuse of mobile data will result to expensive mobile data charges. This article will provide information how to check the mobile data consumption to prevent overuse and expensive additional charges.

Details:

1. Advise user to tap Settings on your iOS device.
2. Advise user to click Mobile Data.

Note: Some iOS versions may show Mobile Network, Cellular or Cellular Data instead of Mobile Data.

3. Ask user to scroll down to see the total usage as well as the list of apps and their consumption.
4. User can restrict an application's data usage by moving the slider to the left or set them up in a way to only use Wi-Fi connection.
5. To reset the Current Period data usage, ask user to scroll down to the bottom and tap on Reset Statistics.

Assignment Group:

Ext\_WW\_Mobile-Workplace\_SLS\_Capgemini

Ticket Creation:

Template: N/A Categorization: N/A

Configuration Item: N/A Category: N/A Subcategory: Subcategory name

Important Links:

N/A