

Usage & Data Alerts, Caps & Baring Policy

We cannot guarantee usage alerts, in the event we do provide you with any usage alerts, you accept that these are on a reasonable endeavours basis and we have no liability should we, for any reason, fail to send or be late in sending or you fail to receive for any reason. Alerts that are sent are subject to:

- All UK information is minimum 48 hours behind real time
- All International/Roaming Usage is up to 5 days behind real time.
- Alerts, Caps and bars that are set up rely on 3rd party networks/service provider systems and we cannot guarantee any alerts, caps or bars, however we will use best endeavours.
- Alerts can only be provided on email and will not be text or sent to individual users.
- Alerts, Caps, Bars for Data Usage will only work once you end a data session. Example: if you are in the middle of watching/downloading a movie we will get the information once you have ended the data session even if that means you go over the alert, cap or bar.
- We do not offer any automatic Roaming Alerts, Caps or Bars however we can manually switch off roaming if required.
- Customer Requests for Bars & Alerts must be given in writing, we cannot accept verbal requests.
- Once a Bar is activated the customer will not be able to use Data or Outgoing Calls, Texts & all other services. If you require the bar to be lifted please email care@visiontelecomsolutions.co.uk with all customer details & mobile number(s) confirming you wish for the bar to be lifted and this will be actioned asap. The Bar will automatically be lifted at the start of the following month.

All usage in tariff or out of bundle will always remain customer responsibility and the charges must be paid. In the event we have a system failure or if the automatic alerts, caps, bars do not work, the liability of all bills, usage & costs will remain with the customer.

You agree you will remain liable for all usage costs incurred whether we alerted you to such usage or not.