

Vision – Alerts & Spend Caps

Alerts/Bars

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

- All Alerts are not real time up to 48 hours behind, and international can be up to 5 days behind real time.
- All Usage Alerts/Bars will only trigger once you end a call or data session. If you reach your tariff allowance limit during a call or data session the alert will not trigger, all charges in this period will become chargeable. 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.
- Once a Bar is activated you will not be able to use Data or make Outgoing Calls, Texts & use any other services. The Bar will automatically be lifted at the start of the following month.
- If a bar/limit is removed within the current month you cannot add a new limit for the same month, you will also be charged for all calls/data that have been made including those that are rated after the bill limit is breached.
- 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.

Spend Cap/Bill Limit

- Monthly amount per number
- Once spend cap amount is triggered an Outgoing bar will be placed for rest of the month
- Bar will be removed on the 1st of the following month
- If a bill limit bar is removed within the current month you cannot add a new limit for the same month, you will also be charged for all calls/data that have been made including those that are rated after the bill limit is breached.
- Spend Cap will only trigger once you end a call or data session. If you reach your limit during a call, data session the bill cap will not trigger, all charges in this period will become chargeable.
- Calls that carry a 3rd party service, such as directory enquiries & other non-geographical numbers will not be part of Spend Cap.

£99 World-Wide Cap

- A World-Wide Data cap can be applied on either O2 & Vodafone, by default all numbers are opted out. This is a fixed price cap of £99 of roaming data in a month,

once we are made aware that a user has hit £99 of roamed data cost the number will be barred. Due to the delay in receiving roamed data it's likely that the cost will be higher than £99, however you would only be charged £99. The bar will lift automatically on the 1st of the following month.

- If the £99 World-Wide Cap/Bar is removed within the current month you cannot add a new limit for the same month, you will also be charged for all calls/data that have been made including those that are rated after the bill limit is breached.
- World-Wide Cap will only trigger once you end a call or data session. If you reach your limit during a call, data session the bill cap will not trigger, all charges in this period will become chargeable.

Vision terms and conditions apply

Vision Billing mobiles only

V202008