



## Mobile Bill Capping

From 1<sup>st</sup> October 2018, iCS customers will have the option to set a cap on their out-of-bundle spending, when ordering new mobile phone connections or renewing existing mobile phone connections. This option to set a Bill Cap will be available at point of order and can also be amended as required during the contract.

### Why have Bill Caps been introduced?

Bill Caps have been introduced as part of the Digital Economy Act 2017, to allow customers to control the monthly charges for their mobile phone services, and to prevent 'bill shock' due to out-of-bundle usage.

### What is a Bill Cap?

Any chargeable usage outside of a user's monthly allowance, excluding any bolt-ons which have been applied, will count towards the Bill Cap. A Bill Cap can be set at any amount per connection, and you can choose not to set a Bill Cap.

### What happens when I reach my Bill Cap?

Once a user reaches their Bill Cap, we will automatically implement a bar on all outbound and incoming services to prevent any further charges being incurred.

We will notify the user by SMS once their connection has reached 70% of the chosen Bill Cap, and we can also send a notification by email to a specified contact. Once 100% of the Bill Cap has been reached we will send a further notification to advise that outbound services will no longer be possible. Users will still be able to call the emergency services from their mobile.

**Please note:** Data-only connections will be unable to receive SMS notifications. Alerts will be sent via email, if an address has been provided. Services will be automatically barred once the Bill Cap has been reached.

### I have reached my Bill Cap, what can I do?

iCS Communications will automatically remove any automatic Bill Cap bars on the first working day of the month, once monthly allowances have been reset.

If you would like to remove the outbound call bar before the allowances are reset you will be liable for any additional chargeable usage which is incurred, and you will not receive any further notifications from iCS Communications.

To request the removal of the outbound bar please complete the below form and return to [networkservices@icscomms.co.uk](mailto:networkservices@icscomms.co.uk). This will be processed within one working day, and it can take up to 24 hours for the bar to be removed.



### How do I check or amend my Bill Cap?

To check your chosen Bill Cap please contact the Network Services team on 01276 539344 or [networkservices@icscomms.co.uk](mailto:networkservices@icscomms.co.uk)

You can amend or remove your Bill Cap at any time by emailing [networkservices@icscomms.co.uk](mailto:networkservices@icscomms.co.uk), ensuring that you provide the mobile phone number and the new Bill Cap. You may also update the email notification recipient. Requests will be processed within one working day, and changes will be in effect from midnight of the following day.

Please note that the bill payer is responsible for any charges incurred until the Bill Cap is effective, even if this results in the Bill Cap being exceeded. The Bill Cap in place on the last day of the month will apply to the whole month for billing purposes.

### What counts towards the Bill Cap?

Any chargeable usage outside of a user's monthly allowances, excluding any bolt-ons which have been applied, will count towards the Bill Cap. This includes, but is not limited to:

- Additional calls, texts and data usage
- Calling and texting non-geographical or premium rate numbers
- Calling and texting any international number from the UK
- Calling and texting any number outside of our Europe Zones when you're in our Europe Zone (excluding the UK)
- Calling, texting and using data when you're in a country which is outside of our Europe Zone
- Calling directory enquiry services
- The access charge for accessing any 3<sup>rd</sup> party services
- Any charity donations made from your phone

### What does not count towards the Bill Cap?

- Ongoing rental charges for the connection or mobile handset
- Any opt-in bolt-ons, including O2 World Daily Traveller and Vodafone Global Traveller
- **Please note:** these are automatically added to all connections in order to minimise roaming charges
- Any charges for third party services

### Which connections are eligible for a Bill Cap?

All customers entering into a mobile phone contract on or after 1<sup>st</sup> October 2018 will have the option to set a monthly Bill Cap on their connections, with the following exceptions:

- Pay As You Go (PAYG) connections
- Any connections with shared bundles (minutes, texts or data)



### Bill Cap – Removal of Automatic Bar

I confirm that I am authorised to remove the Bill Cap call bar on the below telephone number. I understand that a Bill Cap call bar prevents charges being incurred beyond the chosen Bill Cap by limiting further usage. By requesting the removal of the Bill Cap call bar, I agree that I will be responsible and will pay for any usage incurred in excess of the Bill Cap.

Furthermore, I accept that no further usage notifications will be sent regarding this connection until the monthly allowances reset on 1<sup>st</sup> of the month. Once monthly allowances have been reset, the agreed Bill Cap will become effective again.

**Telephone Number:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

**Company Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Please return the signed for to [networkservices@icscomms.co.uk](mailto:networkservices@icscomms.co.uk) . This will be processed within one working day, and it can take up to 24 hours for the bar to be removed.