

● MyAccount Development – Mobile Usage Alerts

Daisy Corporate Services quickly adapted to the current Pandemic, implementing a strategy focused on supporting our customers during this crisis. The shift from office to homeworking resulted in creating new mobile products such as Unlimited Data tariffs and MiFi Routers.

The significant increase in mobile data usage posed a risk of overage charges to our customers; therefore, we needed to mitigate this risk. We developed proactive alerting features within our MyAccount Portal to ensure our customers have the necessary time to react and implement additional data allowances to avoid bill shock.

Do we offer any mobile usage alerts and safeguards to protect against Bill Shock?

We currently offer proactive mobile usage alerts to support customers with account-level bundles to mitigate bill shock risk. These are auto-generated and distributed to the nominated account contacts when your bundle reaches 80% and 100% of the allocated allowance.

Our customers can choose the alert message format and opt for both Email and SMS messages being distributed simultaneously or opt for a single message in Email or SMS format. Customers can notify multiple recipients if necessary, i.e. end-user, IT team and line manager. This alerting model is also applicable to users with individual bundles.

What's changing?

We have developed a new account level usage alert within MyAccount, which will auto-generate at 50% bundle consumption. The new alert will not impact the previous 80% and 100% thresholds, so customers will benefit from three alerting levels. This development will allow our customers to monitor mobile usage, ensuring they avoid bill shock proactively.

What is a mobile usage alert, and why should you act on this?

Daisy Corporate Services customers will be aware of the regulatory changes we have flowed through to you over the last four years, specifically relating to mobile bill shock and risk. This includes the worldwide data roaming cap and mobile bill limits, which customers can decide to either opt -n or out.

The mobile usage alerts are not a regulatory requirement and have been developed to support our customers to mitigate the risk of overage charges and bill shock.

On receipt of a mobile usage alert, we strongly recommend that you review the information we have provided and act on this where necessary. We have provided you with access to our online mobile management portal 'MyAccount' for you to review unbilled mobile usage:

- **50% = Review MyAccount and monitor usage.**
- **80% = Review MyAccount and, based on the billing period, increase your allowance by contacting customer services.**
- **100% = Your allowance has been exceeded, and you will incur overage charges. Please contact customer services to increase your allowance.**

Please note the mobile usage alerts can be sent to multiple recipients within your business; therefore, please ensure the relevant email addresses are updated within MyAccount. The email addresses must also be confirmed with your Daisy Corporate Services Account Manager to ensure our internal billing records have been updated.

What alerts are sent?

SMS Alert – 50%

You have used 50% of your bundle allowance. If you exceed 100%, you will be charged out of bundle rates. Please contact your IT or Admin Team for details.

Email Alert – 50%:

Account Level Bundle:
Dear XXXXXX,

Your Bundle "VSSSD50 - 50GB S&S UK & EU* 4G Data" on your account has reached 50% of the available allowance.

If you exceed 100% of your allowance, you will be charged out of bundle rates. To mitigate any out of bundle charges, please call Daisy on 0330 024 3333 to discuss adding a top-up bolt-on for the remainder of the month.

Delayed Call Data

In certain circumstances beyond our control, such as delays in call data being received from the network, overall charges may exceed the set limit and are still liable to be paid for under your terms & conditions.

FAQs

What is the allowance for my account?

Please refer to your Daisy Invoice or log on to [My Account](#) to view the available allowance for your account.

What is included in any shared or additional allowance?

Please refer to your Daisy Invoice or log on to [My Account](#) to view any additional allowances or bundle for your account.

How do I avoid excess usage charges?

To avoid additional usage charges, please call Daisy on 0330 024 3333 to review the current allowance and discuss any additional options available on your account.