

# Excess Data Auto-Bar



## Feature Description

**Excess Data Auto-Bar is a mobile product feature now available to all Vaya customers.**

**When enabled, a mobile service's data access will be barred automatically once 100% of the monthly data allowance is used, helping prevent “bill shock”. At the next account bill cycle rollover date, the data bar is automatically removed.**

**Auto-Bar is a complimentary feature that adds to the existing ability to manually bar data on a mobile phone via Vaya My Account. A mobile phone can still be data barred manually regardless of the Auto-Bar setting or how much of the monthly allowance has been used.**

**Auto-Bar can be enabled or disabled via Vaya My Account for each mobile service with a compatible mobile plan. Mobile plans that incur excess usage in \$10 per GB blocks are not compatible with Auto-Bar. The Auto-Bar feature is turned off by default for new services.**

**This Feature Description forms part of your Service Terms as defined in your Customer Contract with Vaya.**

## FAQ

### **What do the different settings for excess data control do?**

There are 4 excess data settings available:

1. **Always Allow** – Nothing happens automatically, and you will be charged for excess data usage.
2. **Always Bar** – You will be automatically data barred when you reach 100% usage each month, and the bar removed at the start of each new month.
3. **Allow this month only** – You will be charged for excess data usage in the current month, and then next month your setting will switch to Always Bar.
4. **Bar for the current month** – You will be automatically data barred at reaching 100% usage for the current month, and then next month your setting will switch to Always Allow.

### **Does the setting affect all my services?**

No, the selection is made per service, so if you have more than one number you can set each one differently.

### **Where do I find the settings?**

After you log into My Account self-serve portal, go to the Mobile Services section and you will find them after you click the “Manage” button beside your mobile phone number.

## FAQ

### **Why can't I find the settings in my account?**

Auto-Bar is currently available only to customers with a compatible mobile plan. If you can't find the settings, please get in touch with our customer service team.

### **If my service is auto barred at 100%, can I turn it off for more data?**

Yes, you can log into the self-serve portal and turn off Auto-Bar and then un-bar your data access. You might choose the "Allow this month only" setting, so Auto-Bar will start again next month. You will need to do this over WiFi, or from another device with mobile data.

### **Can I turn off Auto-Bar before I reach 100%?**

Yes, before reaching 100% usage you can change your Auto-Bar setting any time.

### **Can I turn on Auto-Bar if I've already gone over 100%**

No, but you can use the self-serve portal to manually bar your data to prevent increasing charges, then set Auto-Bar to "Allow this month only" so that Auto-Bar starts next month.

### **Does Auto-Bar have any effect on usage alerts?**

Yes, you will still receive normal usage alerts at 50%, 85% and 100%, but they will also indicate if your Auto-Bar is turned on. If you have allowed excess data usage, you will receive further alerts on the estimated cost of excess data being used.

### **Can I still bar my data separately to the Auto-Bar setting?**

In most cases, yes. If you have not reached 100% usage, you can bar and unbar your data manually any time. If you have gone over 100% you cannot manually un-bar if Auto-Bar is still set to "Always Bar" or "Bar for the current month".

### **Why can I still see some excess usage on my bill?**

A small amount of data usage over 100% may still occur when Auto-Bar is turned on due to the time it takes for usage to be recorded by the billing system. This small data usage will be shown as \$0 on your bill and you won't be charged for it.