

Certain Vodacom Business (EBU) products are impacted by the ICASA regulations relating to Notifications, Data Rollover & Data Transfer:

- Business Internet LTE
- Business Internet Wireless
- Business Internet Satellite
- Business Internet DSL
- Business Internet Fibre

Notifications

- Usage notifications will be sent to customers at 50%, 80% and 100% of available data balance depleted.

Data Rollover

- Unused base package (recurring) data will rollover once only. The rolled over data should expire end of next calendar month.
- A top up bundle can be rolled over.
- Customers must opt to rollover only 7 days before month end. The system will not allow a rollover if it is requested before 7 days to month end. If a customer does not choose the rollover, the unused data expires.
- Order of consumption: The data component that will be forfeited first will be consumed first. (First in First Out FIFO)

Data Transfer

- Customers should be able to transfer data to like for like services, e.g. BI LTE data should be transferred to another BI LTE service only.
- Data transfer can take place only 7 days before data expiry. The system will not allow a transfer if it is requested before 7 days to expiry.
- Top-up bundles can also be transferred, the same rule applies where it can be transferred 7 days before data expiry.
- The transferred data carries the date of purchase timestamp, and the data gets expired based on the expiry date as per timestamp, e.g. Customer has 10GB remaining on 23 May. Customer transfers the 10 GB to another; the data will expire before end May.
- Order of consumption: The data component that will be forfeited first will be consumed first.

Reserve data

- The Customer acknowledge and agrees that a minimum of 250 Mbps is required to remain in reserve for the Customer services to operate, thus Customer with less than 250 Mbps available cannot perform a Roll-over or Transfer of data.

Customers need to contact 0821940 for assistance with rollover or transfer of data.