ICASA Regulations Governing Data Usage

New regulations require Telecommunication Service Providers (not only mobile carriers) to benefit customers in terms of the following:

Usage notifications:

All licensees are required to send usage depletion notifications to consumers when their usage is at 50%, 80% and 100% depletion levels. This will enable consumers to monitor their usage and control spend on communication services.

Rollover of data:

All licensees are required to provide an option for consumers to roll over unused data. This is to ensure that consumers do not lose unused data as is the current practice.

Transfer of data:

All licensees are required to provide an option for consumers to transfer data to other users on the same network.

Out–of-bundle billing:

All licensees are no longer allowed to charge consumers out-of-bundle rates for data when their data has run out without the consumers' specific prior consent. This will ensure that consumers do not default to out-of-bundle data charges which are significantly higher than in-bundle charges.
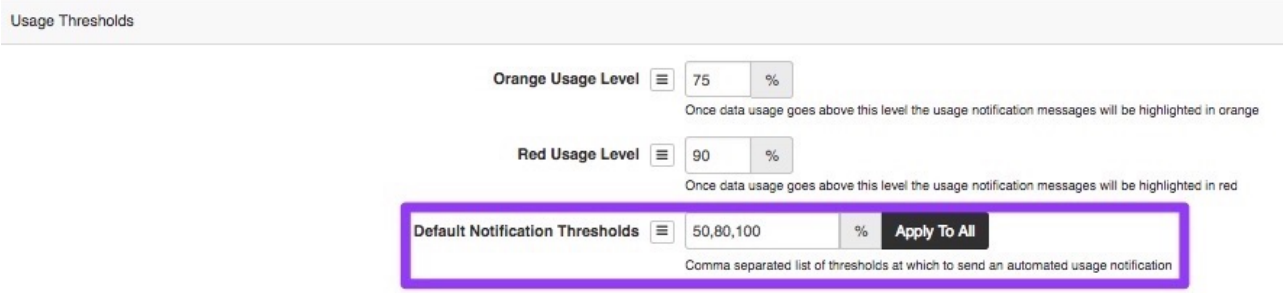
Non-compliance with respect to these regulations may result in Fines of up to **R 5 000 000.**

See the information below for more detail on how to enable the required settings.

1. Usage notifications:

Usage notifications can now be set up globally as well as individually for all customers. The global settings can easily be applied to all active customers, without overwriting any previous usage notification settings.

For more information on how to set this up, please refer to our **Usage Notification Blog**

Usage Thresholds		
Orange Usage Level ☰	75 %	Once data usage goes above this level the usage notification messages will be highlighted in orange
Red Usage Level ☰	90 %	Once data usage goes above this level the usage notification messages will be highlighted in red
Default Notification Thresholds ☰	50,80,100 % **Apply To All**	Comma separated list of thresholds at which to send an automated usage notification

2. Rollover of data:

The data rollover can either be applied to Data Products or to Customer. This will allow all customers linked to that product or category to carry over their monthly data or top-ups to the next month. Our recommendation is to **apply the roll-over settings to your Data Products.**

For more information please refer to the following blogs:

Data products: https://support.herotill.com/icasa-setting-up-data-rollover-using-data-products/

![x]

Customer Categories: ICASA: Setting up Data Rollover using Customer Categories

![x]

3. Transfer of data:

HeroTill now has the functionality to allow your ISP to transfer data from you to a friend, or even one of your other accounts. This can be done for Monthly Data users as well as for Prepaid users.

For more information on how to set this up, please refer to our blogs below:

Monthly Data users: How to transfer data between customers

Submit Radius Data Transfer

Source Account		Target Account	
Customer	IME000-Imel Auto Topup	Customer	Select Target Customer
Radius Account	Select Source Radius Account	Radius Account	Select Target Radius Account
Data Package		Data Package	
Current Usage		Current Usage	
Remaining Data		Remaining Data	
Data to Transfer	0 GB		
Comment	Comment		

Cancel   Submit Data Transfer

Prepaid Data users: ICASA: Prepaid Data Transfers

![x]

4. Out-Of Bundle Billing

Customers have the option of opting in/out of Out-of-bundle billing.

See the following blog for more information on how customers can configure this using the customer portal: **https://support.herotill.com/icasa-out-of-bundle-billing/**

![x]

Protection of Information

HeroTill continuously improves its systems according to Generally Accepted Privacy Protection regulations globally such as **PoPI** (Protection of Private Information) and **GDPR** (General Data Protection Regulations). See our Data Protection Module here: https://support.herotill.com/data-protection/