

**RCUK**

# Take Control With Spend Bars

Here you can find all the essential information about spend bars.



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# Spend Bars Explained

Take control of your mobile costs with spend bars that keep you within budget.



## What is a Spend Bar?

A Spend Bar lets you control additional mobile costs outside your plan. Set a limit on spending for services like roaming, premium numbers and international calls to help manage your monthly bill.

Controlling overspend is simple and quick with RCUK's spend management options.

Simply choose the most suitable option that'll enable you to manage your costs and prevent expensive bills:

### SPEND BAR 20

Outgoing calls, SMS and data will be barred at an overspend of £20\*

### SPEND BAR 50

Outgoing calls, SMS and data will be barred at an overspend of £50

### SPEND BAR 100

Outgoing calls, SMS and data will be barred at an overspend of £100

### NO SPEND BAR

No spend control bars applied

\* International calling and roaming are disabled for SPEND BAR 20 customers.



## How does it work?

The automatic bar will take effect once you're close to reaching or have reached your chosen spend bar. Once barred, you won't be able to utilise your outbound services such as outgoing calls, texts or use your data. Your incoming services will still work fine. To have your calls, texts and data working as usual, you must contact the RCUK Mobile Team.

Once contacted, RCUK will remove the spend bar if instructed, as well as help you identify the cause of overspend. We'll also address your usage and recommend various alternative plans or bundles moving forward.

**Please note**, once you've requested your spend bar to be removed, it can take up to 24 hours for this to be removed at network level. Until contact has been made with RCUK, all outbound services will remain barred.



## I don't want my calls and texts to stop working, can I create a spend bar for data only?

Yes of course. We can create a data only bar for your phone number, which will bar data on or around your chosen gigabyte (GB) level.

This data only bar is designed to limit additional overspend, however users can still go over their allowance. You'll still be able to use your phone for outgoing calls and texts once a data only bar has been triggered.

**Please note**, once you've requested your data bar to be removed, it can take up to 24 hours for this to be removed at network level. Until contact has been made with RCUK, all data services will remain barred.



## Are there any limitations to this service?

All spend bars and data only bars are triggered periodically throughout the day, every day as opposed to the moment a user hits a specified limit, so you may exceed your overspend allowance before this happens. When roaming, RCUK relies on call reports from international carriers, hence barring may be further delayed, and you'll incur the additional costs until the bar is triggered.

This service is designed to help you minimise heavy overspend and reduce bill shock. Mobile usage and any overspend remains the full responsibility of the user.



## How do I change my Spend Bar?

Take a look at your contract under "Spend Control". If you'd like to change your spend bar, let the Mobile Team know so that this can be changed if necessary.



## The Spend Bars and Data Only Bars are great, but are there any other bars I can set on a more permanent basis?

RCUK can place a bar on a variety of features including; roaming, calls, SMS, MMS, data or even tethering. These can be applied at any point throughout your contract period. Simply contact the Mobile Team who can arrange these at the click of a button.

For further information about your spend bars, please contact the RCUK Mobile Team.

✉ [mobile@rcuk.com](mailto:mobile@rcuk.com)



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