

Cellular Data Plan FAQs

❖ **What data plans are offered?**

Three options are available with 1GB, 3GB or 5GB monthly data limits on the Verizon network.

❖ **Is Static IP address available?**

A Static IP address is available for a one-time charge of \$50 per device.

❖ **What is the billing cycle for the plan?**

The billing cycle starts on the 2nd of the month to the 1st of the next month.

❖ **What if the device goes over the data limit for the selected plan? Can I prevent overage charges?**

The customer can select to just limit the data usage as per the plan and have the service suspended till the next billing cycle to prevent overages.

❖ **What if additional data is required sometimes?**

If continued access is important, a data overage option may be selected for any data plan. Data overage is billed at \$20/GB for additional data beyond the plan limit if incurred. The overage option can be added to a plan at any time.

❖ **What are the data limits and charges for the initial month?**

The initial month is prorated into 2 parts. Depending on the activation date, either full charges or half charges for the initial month will be applied. Data is also correspondingly limited to full or half of the selected data plan for the device.

❖ **Can anyone buy the Verizon Service from Contemporary Controls?**

Cellular data service is limited to Contemporary Controls devices.

❖ **When will I be charged for the plan?**

The initial month and selected option (Static IP) will be charged at the time of activation. Commencing from the next billing cycle, the credit card will be billed at the start of the billing cycle. Any overages if selected as an option will be billed the next month after they are incurred.

❖ **Can I upgrade my data plan?**

Data plan can be upgraded, and the new upgraded plan will be applicable from the next billing cycle. The number of plan changes is limited to 2 per calendar year.

❖ **Can I cancel my data plan?**

Data plans can be cancelled by contacting us at least 14 days prior to the end of the current billing cycle and cancellation is effective at the end of the current billing cycle. A minimum 3-month service is required for the data plans.

❖ **Is there any data rollover?**

There is no data rollover option.

❖ **What is the SIM cost?**

A SIM is pre-installed in the device for user convenience at no charge.

❖ **Is a replacement SIM available?**

A replacement SIM is available for \$20.