# CrewChief Dashcam
# How Does Monthly Data Work?

## CrewChief Data Plan Overview

It is important to know how the data plan works. Efficiently using data enables customers to realize low monthly service fees with the CrewChief system. Customers are responsible for managing the data plan, and paying overage fees, if applicable. It is also important when employee turnover takes place, the new system administrator is trained on how data works. ***There is no data pooling between dashcams and data does not rollover if not used.***

The default data plan is **500 MB** per device, per month but you can purchase larger plans if needed. 500 MB is generally enough for emergencies and limited spot checking. Your employees can exceed this without knowing which will result in overage fees if you chose not to enable daily data caps. We highly recommend enabling this feature.

**It is very important to understand data conumption and to educate your employees so they do not consume needed data or create high overage fees. Do not "hangout" watching videos.**

## Datacap Protection

- This optional service limits the monthly use to the plan selected. You can use the data plan in 1 sitting or over the billing cycle.

## Data Allocation

Data allocation is a sub-service of the data cap protection optional service. After selecting the data protection, you will then choose how you want to allocate data during a data plan cycle.

**Running Out of Data?**

Customers can control the amount of data available in a day **through the CMSv6 application**.

- **50 MB per day** This limits your account to 50 MB of data usage per day. If you used 50 MB per day, you would be able to use the system for 10 days per data plan cycle. 50 MB x 10 days = 500 MB. The 500 MB overall cap is automatically included.
- **~17 MB per day**. This limit your account to 17 MB of data usage per day. If you used 17 MB per day, you would be able to use the system for 31 days per data plan cycle. 17 MB x 31 days = 500 MB. The 500 MB overall cap is automatically included.

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- If you have a special situation, such as an accident, customers can remove the daily limit and reinstate it later.

  Example: "Remove the daily data cap on camera Abc1234 for the next 24 hours." This would not remove the 500 MB data cap protection if this option was elected at the time of order or added prior to overages being incurred.

The data plan cycle begins on the 17th of each month and billing is done on a calendar month.

Larger data plans are available if needed. Talk to your account manager to learn more.

## Overage Fees

Overage fees (OF) are on a per megabyte basis because that is how the cellular carriers calculate overages. It is very easy to run up your data consumption, especially when getting started. If you need more data during installation and training, just let us know. We'll remove the cap for the timeframe you identify and then reinstate it. During this time, data overages are possible so educate your team. Most overages result from employees viewing live streaming who do not understand the data cost model.

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