



Spend Cap Document





A Spend Cap Gives You Total Control Over Your Monthly Bill

Everything you need to know about Spend Caps.

Please be aware all our services are inclusive monthly subscriptions, meaning most UK services are included. E.g. Unlimited UK, texts, calls and data, along with Roam Like at Home services if these is included in your selected package.

What's a Spend Cap and why have one?

A Spend Cap gives you total control over your monthly bill. This amount is automatically set at £40* from the date of activation. Your Spend Cap limit is the amount you can spend above your monthly plan price and data limit on unrestricted chargeable services. That means things like calls to 0845, competition lines or roaming services not included within your selected package. If these services are used, your invoice will fluctuate up to the £40 Spend Cap amount, above your monthly subscription rate. Spend caps will automatically refresh on 1st of each month.

How will I know if I have hit my Spend Cap?

When you hit your Spend Cap limit, you will be notified and The Calls Warehouse will suspend all services on your account, including your inclusive calls texts and data. Please be aware, once all services are restricted due to the spend cap being hit, services will remain restricted until 1st of the following month when your spend cap will refresh and restrictions will be removed.

*Unless otherwise agreed