

TelOne introduces 'Alert Me' service

TelOne has introduced "Alert Me" service for all its broadband customers, where customers will now be able to receive updates on their data balance and get reminders for recharging.



The new service will see customers being aware and having more control of their bundle usage while avoiding the inconvenience of unexpected service disconnection.

It is an optional service for which customers can register to receive the notifications and can opt out if they no longer desire them.

Two-factor notification system

The service has been designed to provide a two-factor notification system. Customers can receive notifications via the web and through SMS.

They will also be updated regularly on their usage via the web each time they are logged in, while the SMS notification system provides notifications to clients in the following instances:

- When a customer has consumed 50% of the bundle
- When a customer has consumed 90% of the bundle
- The last five days before the bundle expiry date

Users can subscribe to the service on the [TelOne website](https://www.telone.co.ke).