



Have a **work app** **employees use?**

Here's how to ensure your team **always has**
access to it



Introduction

You need an update from your team. The tracking system shows nothing. Your messages go unanswered. A client calls for an ETA, but you can't confirm. Your team has run out of data.

Now, you're operating blind. If something changes—like a last-minute route adjustment, an urgent security alert, or a critical stock update—you can't step in. And when things go wrong, it's on you to explain what happened.

Reverse Billed Data is a simple way to make sure your team always has access to the work apps they need—without relying on personal data or dealing with endless reimbursement claims.

This guide breaks it all down. What it is, how it works, and why it can make your job a whole lot easier.

Where **business data plans** fall short

Most businesses rely on one of three approaches to keep their teams connected, but none of them are built for operational efficiency.



1. Fixed data plans

Business data needs aren't static. A rigid plan doesn't match the way your team actually works. Some months, you don't use all the data, and it expires. Other months, your team needs more, and you're stuck buying costly top-ups to keep things running.

2. Personal data use

Employees using personal data for work means their connection is never guaranteed. Once their data runs out, they're cut off. When connectivity depends on personal data plans, operations managers are left without control.

3. Reimbursements

Reimbursing employees for work-related data might seem like a fair solution, but it creates new issues:

- Employees pay upfront and wait for reimbursements.
- Admin and finance teams spend hours processing claims.
- There's no way to ensure reimbursed data was actually used for work.

Instead of solving the problem, this just shifts the burden elsewhere—without guaranteeing seamless connectivity.

Each of these approaches tries to fix the issue, but none actually solve it. So how do you ensure that your team is always connected, without unnecessary costs or extra admin?

What is Reverse Billed Data?

Reverse Billed Data is a service that allows employees to use certain business-approved apps and websites without paying for the data themselves. Instead of the cost being deducted from their personal data plans, it's covered by the company.



Here's exactly how it works:

1. Designated work applications

Your business selects specific work applications or websites—such as tracking systems, CRM platforms, fleet management tools—that are essential for daily operations. Only these approved apps are “zero-rated” under the service.

2. Zero-rating mechanism

When an employee accesses one of the designated work apps, the data used does not count against their personal mobile data allowance. Instead, this usage is “zero-rated.” In other words, the employee's data consumption for these specific apps is not charged to their personal plan.

3. Billing to the business

The data costs incurred while using the approved apps are automatically billed directly to your business. The billing mechanism is typically based on an IP-driven system that tracks data usage solely for these designated apps.

a. Usage-based charges:

The cost to the business is generally calculated based on the volume of data consumed within the approved applications. This means you only pay for what is used, and there's no blanket charge for unused data.

b. Cost predictability:

Some arrangements may offer fixed monthly bundles for a set amount of work-related data, while others are billed based on actual usage. Your telecommunications provider will work with you to choose the option that best fits your operational needs.



4. Separation of personal and business data

Data used outside of the approved work apps remains on the employee's personal plan. This clear division ensures that company resources are dedicated solely to work-related activities and helps control costs.

5. Real-time tracking and billing

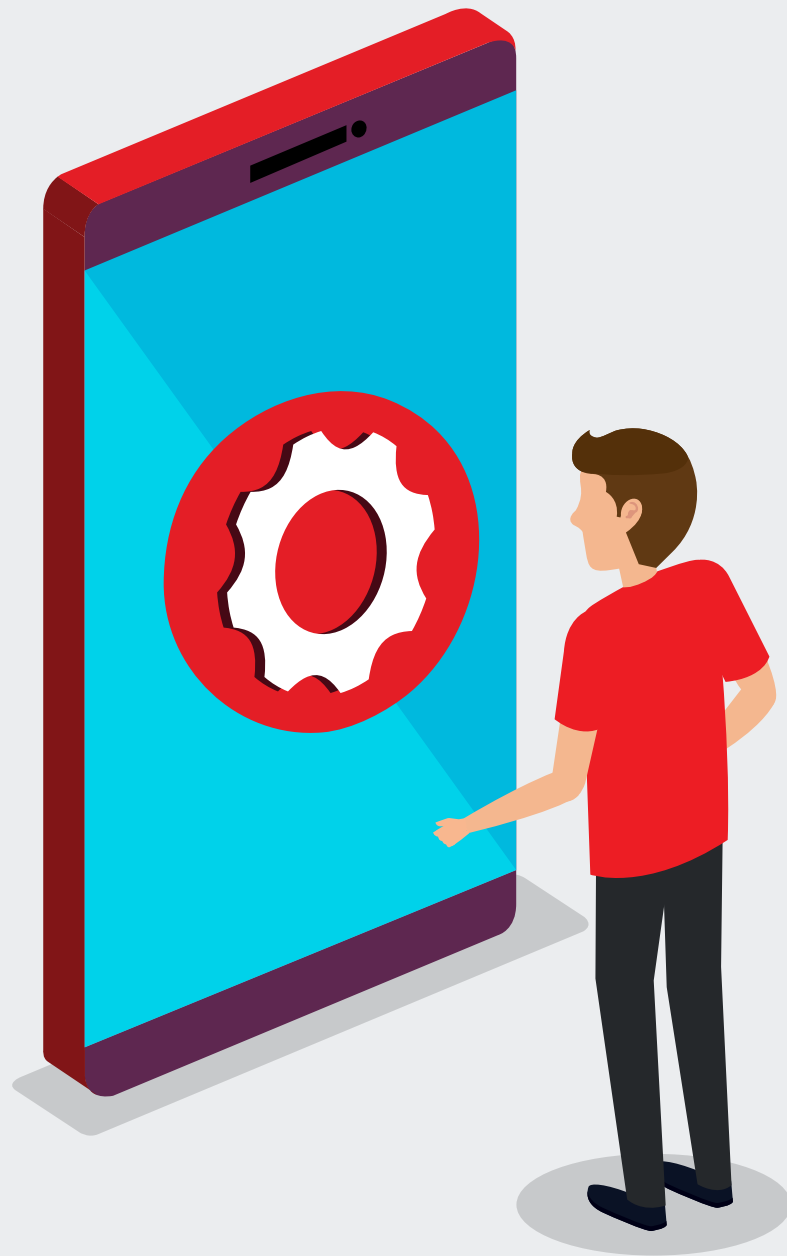
The system continuously monitors the data usage on approved applications. Because it operates on an IP-based system that doesn't capture personal information, it accurately records the amount of data consumed and bills your company accordingly—without any manual intervention.

Benefits of **Reverse Billed Data**

- **Uninterrupted operations:** When your team is always connected to critical work apps, you never lose visibility or control, reducing the risk of operational disruptions and ensuring you can step in when things go wrong.

- **Simplified administration:** Eliminate the hassle of processing individual data reimbursements. No more need for employees to manage their own data or for your team to chase up expense claims. Everything is tracked and billed automatically.

- **Predictable costs:** You gain clear insight into your connectivity expenses. This predictability makes budgeting easier and removes the uncertainty associated with fluctuating data costs.



With **Reverse Billed Data**, you're enhancing your team's efficiency, reducing administrative burden, and safeguarding your operations against unexpected disruptions.

