

[REDACTED]

From: [REDACTED]
Sent: 08 August 2017 13:30
To: [REDACTED]
Subject: FW: SMS fees - Default Notification Settings

Hello again Team,

Re the action point I took away last week, here is the response from [REDACTED] I'm still not convinced this automatic opt in should be allowed, but if it is, we will need to make it as clear as possible in the launch comms that users should opt out in their app settings to avoid the extra 10p charges.

Regards,

[REDACTED]

Project Delivery Manager

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From: [REDACTED] [mailto:[REDACTED]@paybyphone.com]
Sent: 02 August 2017 13:39
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: SMS fees - Default Notification Settings

Hi [REDACTED]

Customers will be opted in for both SMS and email (where email has been provided). Customers are shown that they have been opted in when registering.

Before the customers pays the charge is shown which will detail optional extras.

Thanks

 [REDACTED] Senior Account Executive [REDACTED] | paybyphone.co.uk

From: [REDACTED] [mailto:[REDACTED]@gov.je]
Sent: Wednesday, August 02, 2017 12:59 PM
To: [REDACTED] <[REDACTED]@paybyphone.com>
Cc: [REDACTED] <[REDACTED]@gov.je>; [REDACTED] <[REDACTED]@gov.je>
Subject: RE: SMS fees - Default Notification Settings

Thanks [REDACTED] – although to clarify, when you say SMS opted in – do you mean both receipts and reminders, or just one or the other (and if so which one).

If both, that means the price of parking would look 20p more per hour than expected when users get to the PAY page for the first time.

It surprises me that they would be automatically switched on at download, as I kind of thought the point of Opt in was that you needed explicit permission from consumers before they can be charged.

Look forward to hearing, as we need to consider adding this to FAQs / public comms for the Green Street launch.

Regards,

[REDACTED]

[REDACTED] | **Project Delivery Manager**

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From: [REDACTED] [[mailto:\[REDACTED\]@paybyphone.com](mailto:[REDACTED]@paybyphone.com)]
Sent: 02 August 2017 12:35
To: [REDACTED]
Subject: RE: Default Notification Settings


Hi [REDACTED]

I can confirm the following:

Registrations via Android = SMS and email opted in automatically
Registrations via iOS = SMS and email opted in automatically
Registration mobile web = SMS and email opted in automatically
Registration via IVR = Opted out automatically for all options

Thanks

[REDACTED]

 [REDACTED] | Senior Account Executive | [REDACTED] | paybyphone.co.uk

From: [REDACTED] [[mailto:\[REDACTED\]@gov.je](mailto:[REDACTED]@gov.je)]
Sent: Tuesday, August 01, 2017 12:48 PM
To: [REDACTED] <[\[REDACTED\]@paybyphone.com](mailto:[REDACTED]@paybyphone.com)>
Subject: Default Notification Settings

Hi [REDACTED] can you please confirm, when a new user downloads the app on either Android or App store, and registers on the website or IVR, are the default settings off for SMS receipts and reminders, and on for Email receipts?

Thanks

[REDACTED]

[REDACTED] | **Delivery Manager: eGovernment**

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From: [REDACTED] [mailto:[REDACTED]@paybyphone.com]
Sent: 01 August 2017 09:18
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Password Reset Process - SMS or e-mail?

Hi [REDACTED]

Customers will receive an email and an SMS.

As mentioned previously, there are a few tickets for Jersey SMS open – devs will be in testing / changing 'things' which will have an impact on some SMS' being sent. Once the tickets are deployed all future SMS's will be received.

Thanks

 [REDACTED] Senior Account Executive | [REDACTED] paybyphone.co.uk

From: [REDACTED] [mailto:[REDACTED]@gov.je]
Sent: Monday, July 31, 2017 6:47 PM
To: [REDACTED] <[REDACTED]@paybyphone.com>
Cc: [REDACTED] <[REDACTED]@gov.je>
Subject: Password Reset Process - SMS or e-mail?

Hi [REDACTED]

I appreciate we are having issues receiving SMS messages at the moment, but can you please confirm how the password reset process is supposed to work?

I have requested a password reset on the same account by both app and website today, and have received an e-mail for each, which is unexpected as both screens advise the reset will come by SMS:


App

12:21

90%

×

TO RESET YOUR
PASSWORD, PLEASE ENTER
YOUR PHONE NUMBER

+44 

SEND VIA SMS

?

 FORGOT PASSWORD/PIN

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	

Website

Sign In



Reset Password

Check your phone for a text message with further instructions. If it doesn't arrive within 5 minutes, please contact customer service.

Dismiss

Not registered yet?

I have not received a text for either, but wonder, if our SMS was working as it should right now, would I still receive an e-mail as well? This could lead to confusion by the public .

Thanks

[Redacted] | Project Delivery Manager

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