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Device Overage — Deactivate & Reactivate

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experience — not included in the PDF

Summary

Deactivate overage lets users stop extra charges for a specific device after it exceeds the included alarm quota. Each device includes 3,000 alarm events per month . After a device exceeds that quota, each extra alarm is billed at €0.03 per alarm .

For more details on the billing table and per-device cost columns, see [My Subscription & Billing View](#).

What does “overage” mean?

Overage means a device has passed its included alarm quota for the current billing period.

Each subscribed device includes:

3,000 alarms per month

After the device exceeds 3,000 alarms, each extra alarm is charged at:

€0.03 per additional alarm

During the free trial the Alarm usage column reads Unlimited with a No limit note, and Overage alarms stays at 0 — the 3,000-alarm allowance and overage charging start with the paid subscription.

How does NOVA99x affect alarm counts?

NOVA99x is always active and filters alarms before they reach operators for review. However, all incoming alarm events count toward the 3,000-alarm monthly allowance regardless of how NOVA99x classifies them. Deactivating overage does not change what NOVA99x processes — it only stops charges for alarms above the included quota.

What happens when I deactivate overage?

When overage is deactivated for a device, extra alarms above the included 3,000-alarm quota will no longer create overage charges.

The device itself is not deactivated. The subscription remains active. The change only affects extra billing for alarms above the included quota.

Example

A device includes 3,000 alarms. If the device reaches 3,500 alarms:

500 overage alarms × €0.03 = €15.00 overage cost

If overage is deactivated, those extra charges are stopped for that device for the remainder of the billing period.

When should I deactivate overage?

Deactivate overage when you want to control extra charges for a device generating more alarms than expected. This may be useful when:

- A device has exceeded the included alarm quota.
- A site is generating too many false alarms.
- The device setup needs review.
- The customer wants to prevent further overage charges.

- The alarm source is being investigated.

Will deactivating overage deactivate the device?

No. Deactivating overage does not deactivate the device.

It only controls whether extra alarms above the included quota can generate overage charges.

Can overage be reactivated later?

Yes. Overage can be reactivated at any time. After reactivation, alarms above the included 3,000-alarm quota will be billed again at €0.03 per alarm .

How to deactivate overage

1. Go to My Subscription in the left sidebar.
2. Scroll to the Devices panel (the devices usage table).
3. Find the device in the table. The Total (EUR) column shows what it has accrued so far, and the Actions column carries the toggle on every device row — not only on devices that are already in overage.
4. Click the red Deactivate overage button in the Actions column.
5. A confirmation dialog appears: *“Are you sure you want to deactivate overage on “[device name]” device?”* The dialog is titled Deactivate overage .
6. Click Deactivate Overage to confirm, or Cancel to dismiss.

Once deactivated, the button switches to Activate overage . No further overage charges will apply for that device until overage is reactivated.