# Cloud Service Provider Disclosure

The form is to be completed for each cloud service provided. For questions not applicable or not disclosed, indicate accordingly in the remarks.

| Cloud Service Provider Contact Information | |
| --- | --- |
| Company name: | Microsoft Corporation |
| Primary address: | One Microsoft Way |
| | Redmond, WA 98052-6399 |
| Web address: | http://www.microsoft.com |
| Contact name: | Yen-Ming Chen |
| Contact number: | +1-425-538-7278 |

| Certification Body Contact Information | |
| --- | --- |
| Company name: | Singapore ISC Pte Ltd |
| Web address: | http://isc-worldwide.com/ (from May 2015) http://www.isc-global.net |
| Contact name: | Indranil Mukherjee |
| Contact email: | imukherjee@isc-worldwide.com/ (from May 2015) indy@isc-global.net |

| Cloud Service Provider Background |
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| Overview of service offering:<br><br>Azure is Microsoft's cloud platform: a growing collection of integrated services—compute, storage, data, networking, and app - that help you move faster, do more, and save money.<br><br>The Microsoft Azure technology platform is an open and flexible cloud platform that companies can use to quickly build, deploy and manage applications across a global network of Microsoft-managed data centers. Organizations can build applications using any language, tool or framework. And they can also integrate public cloud applications with an existing IT environment.<br><br>Azure services in scope are: Virtual Machines (IaaS), Cloud Services (Web and Worker Roles), Batch, Web App |

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(Web Sites), Mobile Services, Core (RDFE, Fabric and Service Management API), Notification Hubs, Storage (includes blobs, queues, and tables), SQL Database, HDInsight, Virtual Network, Traffic Manager, Express Route, Service Bus, BizTalk Services, Backup, Site Recovery, Azure Active Directory, Multi-Factor Authentication Rights Management Service, Media Services, Scheduler, Azure Management Portal, SQL Server Virtual Machine. Please see http://azure.microsoft.com/en-us/services/ for Azure's full service offerings.

Service model:

☒ Virtual machine instances owned by the user

☒ Network facilities

☒ Compliance with applicable standards

Deployment model:

☐ Private cloud

☐ Community cloud

☒ Hybrid cloud

☒ Public cloud

Tier:

☐ Level 1

☐ Level 2

☒ Level 3

| No. | Criteria | Description | Remarks |
|-----|----------|-------------|---------|
| | | Legal and Compliance | |
| 1. | Right to audit | The user has the right to audit:<br><br>☒ Virtual machine instances owned by the user<br><br>☐ Network facilities<br><br>☒ Compliance with applicable standards<br><br>☐ Technical controls<br><br>☒ Policies and governance<br><br>☐ Data centre facilities<br><br>☐ Others _____<br><br>☐ None<br><br>Regulators recognised by Singapore law have the right to audit: | By providing customers with compliant, independently verified cloud services, Microsoft makes it easier for customers to achieve compliance for the infrastructure and applications they run in Azure.<br><br>Microsoft provides Azure customers with detailed information about our security and compliance programs, including audit reports and compliance packages, to help |

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| ☒ Virtual machine instances owned by the user<br><br>☐ Network facilities<br><br>☒ Compliance with applicable standards<br><br>☐ Technical controls<br><br>☒ Policies and governance<br><br>☐ Data centre facilities<br><br>☐ Others _____<br><br>☐ None<br><br>Audit / assessment reports that can be made available on request:<br><br>☒ Penetration test (Please see side remarks)<br><br>☒ Threat and vulnerability risk assessment (Please see side remarks)<br><br>☒ Vulnerability scan (Please see side remarks)<br><br>☒ Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation) | customers assess our services against their own legal and regulatory requirements.<br><br>In addition, Microsoft has developed an extensible compliance framework that enables it to design and build services using a single set of controls to speed up and simplify compliance across a diverse set of regulations and rapidly adapt to changes in the regulatory landscape.<br><br>We provide financial sector customers with a Regulator Right to Examine, which includes access to a number of audit-related materials and an opportunity to discuss with our auditor. Report and certification requests can be made through a Microsoft account representative.<br><br>Microsoft has also established a policy for customers to carry out authorized penetration testing on their applications hosted in Azure. Because such testing can be indistinguishable from a real attack, it is critical that customers conduct penetration testing only after obtaining approval in advance from Azure Customer Support. Penetration testing must be conducted in accordance with our terms and conditions. Requests for penetration testing should be submitted with a minimum of 7 days advanced notice. |

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| | | | | To learn more or to initiate penetration testing, please download the [Penetration Testing Approval Form](#) and then contact Azure Customer Support.<br><br>Customers may also be interested in reading the document entitled "[Microsoft Enterprise Cloud Red Teaming](#)".<br><br>See Azure Trust Center for details: [http://azure.microsoft.com/en-us/support/trust-center/compliance/](#)<br><br>Penetration Test, TVRA and Vulnerability scanning reports are provided to auditors upon request as part of audit requirements. |
| 2. | Compliance | The following guidelines / standards / regulations are adhered to:<br><br>☒ Singapore Personal Data Protection Act<br><br>☒ ISO / IEC 27001<br><br>☐ ISO 9000<br><br>☐ ISO / IEC 20000<br><br>☒ CSA Open Certification Framework<br><br>☒ PCI-DSS<br><br>☒ <u>Others SOC 1 and SOC 2 SSAE 16/ISAE 3402; CSA Cloud Controls Matrix; FedRAMP (U.S. only); HIPAA BAA and other listed in the Remarks</u> | | By providing customers with compliant, independently verified cloud services, Microsoft makes it easier for customers to achieve compliance for the infrastructure and applications they run in Azure. Microsoft provides Azure customers with detailed information about our security and compliance programs, including audit reports and compliance packages, to help customers assess our services against their own legal and regulatory requirements.<br><br>Microsoft Azure is compliant to the following certifications:<br><br>• ISO/IEC 27001:2013 |

| | | | and 27018:2014 |
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| | | | • SOC 1 and SOC 2 SSAE 16/ISAE 3402 Type 1 and Type 2 |
| | | | • CDSA CPS |
| | | | • CJIS |
| | | | • CSA Cloud Controls Matrix 1.2 (Azure) |
| | | | • FedRAMP/FISMA |
| | | | • PCI DSS Level 1 (Azure) |
| | | | • Australia I-RAP |
| | | | • UK G-Cloud |
| | | | • HIPAA / HITECH |
| | | | • FDA 21 CFR Part 11 |
| | | | • FERPA |
| | | | • FIPS 140-2 |
| | | | • Data Processing Agreements (DPAs) |
| | | | • European Union (EU) Model Clauses |
| | | | • US-EU Safe Harbor framework |
| | | | • New Zealand GCIO |
| | | | • Japan FISC |
| | | | • PIPEDA |
| | | | • GLBA |
| | | | List of Certifications for Microsoft Azure : http://azure.microsoft.com/en-us/support/trust-center/compliance/ |
| | | | Microsoft's privacy representative for |

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| | | | Singapore can be reached at the following address:<br><br>Microsoft Operations Pte Ltd<br>Attn: Frederic Blanchi, Privacy Officer<br>1 Marina Boulevard, #22-01<br>One Marina Boulevard<br>Singapore 018989 |
| **Data Control** | | | |
| 3. | Data ownership | All data on the cloud service is owned by the cloud user except for: <u>content the customer did not upload into or create within the service.</u><br><br>The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following:<br><br>☐ Advertising or marketing<br><br>☒ Statistics analysis on usage<br><br>☐ Others_____ | The following lists helpful information with regards to data ownership:<br><br>http://azure.microsoft.com/en-us/support/trust-center/privacy/ |
| 4. | Data retention | Data deleted by the user is retained as follows:<br><br>☒ Minimum data retention period is: <u>90 Days</u><br><br>☐ Maximum data retention period is: _____<br><br>☒ Deleted immediately<br><br>Log data is retained for a period of:<br><br>☐ Minimum data retention period as follows: _____<br><br>☒ Maximum data retention period is: <u>90 Days</u><br><br>☐ Not retained<br><br>User data is retained for a period of:<br><br>☐ Minimum data retention period is: _____<br><br>☒ Maximum data retention period is: <u>Default is 90 days after closure of storage account</u><br><br>☐ Not retained<br><br>The following types of data are available for download by the cloud | Customers may extract and/or delete Customer Data at any time. When a Subscription expires or terminates, we will retain any Customer Data you have not deleted for at least 90 days so that you may extract it, except for free trials, where we may delete Customer Data immediately without any retention period.<br><br>You remain responsible for all storage and other applicable charges during this retention period. Following the expiration of this retention period, we will delete all Customer Data, including any cached or back-up copies, within 30 days |

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| | | user: | of the end of the retention period |
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| | | ☐ Log data | For technical details on how data is deleted, see http://blogs.msdn.com/b/walterm/archive/2012/02/01/windows-azure-data-cleansing-and-leakage.aspx |
| | | ☒ Other Log Data from VMs as well as diagnostic data from Azure Diagnostic API | |
| | | | And |
| | | | http://go.microsoft.com/fwlink/?linkid=398382&clcid=0x409 |
| | | | On log data retention, this varies by type of log. Logs controlled by the user are retained for whatever period the user sets. Most, but not all, platform logs are retained 90 days. |
| | | | Users can download logs maintained within their own virtual machines. |
| 5. | Data sovereignty | The primary data locations are:<br><br>☒ Singapore<br><br>☐ Asia Pacific<br><br>☐ Europe<br><br>☐ United States<br><br>The backup data locations are:<br><br>☒ Singapore<br><br>☒ Asia Pacific (Hong Kong)<br><br>☐ Europe<br><br>☐ United States<br><br>No. of countries in which data centres are operated: 8 | Customers can choose their data locations and their data will stay within that location they specify.<br><br>Please find the details of Azure data centre locations here:<br><br>http://azure.microsoft.com/en-us/regions/<br><br>For Azure services, all customer and app data remains in Singapore and the responsibility lies with the customer to configure this requirement.<br><br>Also, the geo-replication |

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| | | The user's data stored in the cloud environment will never leave the locations specified in item 5:<br><br>☐ Yes<br><br>☒ Yes, except as required by law<br><br>☒ Yes, except as noted: See Trust Center link for details<br><br>☐ No<br><br>User's consent is required prior to transferring data to a location not specified in item 5 or a third party:<br><br>☐ Yes<br><br>☒ Yes, except as required by law: See Trust Center link for details<br><br>☐ Yes, except as noted: _____<br><br>☐ No Consent is obtained via service agreement and in privacy statement.<br><br><br>*Note: Cloud users are responsible for determining the impact of data protection and data sovereignty laws on the locations where data is stored. In addition, users should understand the risks associated with relevant laws that may allow for law enforcement or other government access to data in-transit or storage with Cloud Service Providers.* | information from one datacentre to another as following:<br><br>http://blogs.msdn.com/b/windowsazurestorage/archive/2011/09/15/introducing-geo-replication-for-windows-azure-storage.aspx<br><br><br>Azure Trust Center link: http://azure.microsoft.com/en-us/support/trust-center/ |
| 6. | Non-disclosure | ☒ Non-disclosure agreement template can be provided by Cloud Service Provider<br><br>☐ Cloud Service Provider may use customer's NDA (pending legal review) | Non-disclosure is addressed in the service agreement, which includes the following commitment:<br><br>Microsoft will not disclose Customer Data to a third party (including law enforcement, other government entity, or civil litigant; excluding our subcontractors) except as Customer directs or unless required by law. Should a third party contact Microsoft with a demand for Customer |

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| | | | Data, Microsoft will attempt to redirect the third party to request that data directly from Customer. As part of that, Microsoft may provide Customer's basic contact information to the third party. If compelled to disclose Customer Data to a third party, Microsoft will promptly notify Customer and provide a copy of the demand, unless legally prohibited from doing so. |

**Provider Performance**

| 7. | Availability | The committed network uptime is:<br><br>☐ <u>99.9 to 99.95</u>%<br><br>☒ Varies according to price plan<br><br>The committed system uptime is:<br><br>☐ <u>99.9 to 99.95</u>%<br><br>☒ Varies according to price plan<br><br>The cloud environment has the following single points of failure:<br><br>☒ None | Minimum SLA for all Azure services in scope is 99.9%. There are some services provide higher SLA in specific context:<br><br>• 99.95%: Cloud Services, Virtual Machines and Websites<br><br>Please find the details and conditions of SLAs for different Azure services: http://www.windowsazure.com/en-us/support/legal/sla/<br><br>No single point of failure since the underlying infrastructure is distributed. |
| 8. | BCP / DR | ☒ Disaster recovery protection<br><br>☒ Backup and restore service<br><br>☒ User selectable backup plans<br><br>☐ Escrow arrangements<br><br>☐ No BCP / DR is available | Microsoft does not provide escrow arrangements, but will provide process for SLA service credit claims. |

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| | | ☒ RPO <u>Managed by cloud user</u><br><br>☒ RTO <u>Managed by cloud user</u><br><br>☐ Others, please specify: _____<br><br>_____ | |
| 9. | Liability | The following terms are available for the users on failure of the provider to meet the service commitment:<br><br>☒ Network failure<br><br>Liability:<br><br>☒ Infrastructure failure<br><br>Liability: <u>Same as network failure</u><br><br>☒ Virtual machine instance failure<br><br>Liability: <u>Same as network failure</u><br><br>☐ Migrations<br><br>Liability:_____<br><br>☒ Unscheduled downtime<br><br>Liability: <u>Same as network failure</u><br><br>☒ Database failure<br><br>Liability: <u>Same as network failure</u><br><br>☒ Monitoring failure<br><br>Liability: <u>Same as network failure</u> | Liability for outages is addressed in the Service Level Agreements, available here: http://www.windowsazure.com/en-us/support/legal/sla/<br><br>Liability not addressed in the SLAs is addressed in the subscription agreement. Microsoft Azure's subscription agreement for Singapore is here:<br><br>http://azure.microsoft.com/en-us/support/legal/subscription-agreement/?country=sg |
| | **Service Support** | | | |
| 10. | Change management | The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services:<br><br>☒ Communication plan and procedures for proactive notification<br><br>☐ Assistance in migration to new services when legacy solutions are discontinued<br><br>☒ Ability to remain on old versions for a defined time period<br><br>☐ Ability to choose timing of impact | Assistance in migration to new services when legacy solutions are provided via guidance documentations.<br><br>IaaS: No need for assistance from Microsoft, expected to be transparent to the customer. |

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| | | | PaaS: Will provide guidance for limited migration scenarios. |
| 11. | Self-service provisioning and management portal | Provide self-service provisioning and management portal for users to manage cloud services:<br><br>☒ Yes<br><br>☐ No<br><br>If yes, describe the functions of the self-service provisioning and management portal provided:<br><br>☒ Allow role-based access control (RBAC)<br><br>☒ Manage resource pools (e.g. VMs, storage, and network) and service templates<br><br>☒ Track and manage the lifecycle of each service<br><br>☒ Track consumption of services<br><br>☐ Others: _____<br><br>_____ | |
| 12. | Incident and problem management | Delivery mode of support:<br><br>☒ Access via email<br><br>☒ Access via portal<br><br>☒ Access via phone support<br><br>☒ Direct access to support engineers<br><br>Availability of support:<br><br>☒ 24 x 7<br><br>☒ During office hours support, please specify the hours of operations: <u>Dependent on local business hours</u><br><br>☒ After office hours support, please specify the hours of operations: <u>24x7 support in English</u><br><br>Service response time: <u>Dependent on severity of incident and type of support plan; between 15 minutes – 8 hours</u><br><br>The following are available to users upon request:<br><br>☐ Permanent access to audit records of customer instances<br><br>☒ Incident management assistance | Please find the different support plans as follows:<br><br>http://www.windowsazure.com/en-us/support/plans/<br><br><br>Customers have continuous access to their own virtual machines and other services. On Azure Virtual Machines (IaaS), Microsoft does not audit customer instances.<br><br>Auditing of workloads, vulnerability assessment and penetration testing within the Virtual Machines or for their own virtual machines is the customer's responsibility. |

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| | | Incident response time: <u>Dependent on severity of incident and type of support plan; between 15 minutes – 8 hours</u><br><br>Mean time to repair on detection of faults: _____ | |
| 13. | Billing | The following billing modes are available (please elaborate granularity of charges and measurement):<br><br>☒ Pay per usage <u>per hour</u> (up to per min/hour/day/month for compute/storage for IaaS and PaaS)<br><br>☐ Fixed pricing_____(up to yearly/monthly/daily)<br><br>☒ Other pricing model <u>Enterprise Agreement for Azure</u><br><br>☐ Not disclosed<br><br>☐ Available billing history: _____Months | Other pricing model: Azure has a monthly committed spend model which offers discount to Pay-per-usage.<br><br>Customers are able to see the entire billing history since the subscription starts.<br><br>Microsoft offers an Enterprise Agreement for Azure on a pre-paid commitment basis. |
| 14. | Data portability | Importable VM formats: <u>VHD - Virtual Hard Disk</u><br><br>Downloadable formats: <u>VHD - Virtual Hard Disk</u><br><br>Supported operating systems: <u>See side remarks</u><br><br>Language versions of supported operating systems:<br>_____<br><br>Supported database formats: <u>See side remarks</u><br><br>API:<br><br>☒ Common <u>See side remarks</u><br><br>☒ Customised <u>See side remarks</u><br><br>Upon service termination, data is available through:<br><br>☒ Physical media<br><br>☒ Standard methods as described above<br><br>☒ Other methods <u>Physical-disk shipping subject to geographical availability</u> | VM Formats : VHD - Virtual Hard Disk<br><br>Downloadable formats: same as above<br><br>Supported OS:<br><br>• Windows (http://support.microsoft.com/kb/2721672)<br><br>• Linux (http://www.windowsazure.com/en-us/manage/linux/other-resources/endorsed-distributions/)<br><br>Language versions of supported operating systems : See above URL<br><br>Supported database formats : SQL, NoSQL<br><br>API: Open Data standards, REST Management API, Web |

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| | | | Services, etc.<br><br>Microsoft Azure has a service available for sending in your own hard drives for upload / download: http://azure.microsoft.com/en-us/documentation/articles/storage-import-export-service/ |
| 15. | Access | Type of access to the service is through:<br><br>☒ Public access<br><br>☒ Private access (e.g. VPN, dedicated link)<br><br>☐ IPv6 access is supported<br><br>☐ Other access methods<br><br>_____<br><br>Public access speed (shared bandwidth) in Mbps:<br>_____ | These services are constantly updated. Please contact Microsoft for the latest updates and roadmap, which is available under the terms of Microsoft's non-disclosure agreement. |
| 16. | User management | ☒ Identity management<br><br>☒ Role based access control<br><br>☒ Federated access model<br><br>☒ Integration with Identity management solutions<br><br>☐ Others_____ | RBAC for management portal functions is on near term roadmap. RBAC for user management could be done through an Identity Management system of choice, such as Forefront Identity Manager, and DirSync to Microsoft Azure AD Services OR the provisioning of an organization-owned AD through IaaS.<br><br>Customer can implement RBAC through the utilization of Active Directory (AD). AD is a Commercial Off The Shelf (COTS) directory service implemented by Microsoft for Windows domain networks. O365 |

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| | | | MT uses Azure AD to implement Role Based Access Control (RBAC) via the use of AD groups. For the purposes of this control, the term "security group" references an Azure AD group which is used to enforce RBAC permissions. |
| 17. | Lifecycle | The cloud user may select the following for service upgrades and changes:<br><br>☒ Automatic provisioning<br><br>☒ User customisable provisioning | |

Security Configurations

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| 18. | Security configuration enforcement checks | Security configuration enforcement checks are performed:<br><br>☐ Manually<br><br>☒ Using automated tools<br><br>How often are enforcement being performed to ensure all security configurations are checks applied?<br><br>External audits are done annually. Self-assessment is performed regularly. | For more information, please see the following link:<br><br>http://www.windowsazure.com/en-us/support/trust-center/compliance/ |
| 19. | Multi-tenancy | ☐ Distinct physical hosts<br><br>☐ Distinct physical network infrastructure<br><br>☒ Virtual instance grouping<br><br>☒ User definable security domains<br><br>☒ User customisable firewall<br><br>☒ User definable access policies | Fundamental to any cloud architecture is the isolation provided to customers. The distributed virtual firewall in Azure helps customer's private network traffic remain separated from other customers' data.<br><br>In addition, a customer subscription can contain multiple logically isolated private networks:<br><br>• **Deployment network**: Each |

| | | | deployment can be isolated from others at the network level. Multiple VMs within a deployment can communicate with each other through private IP addresses. |
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| | | | • **Virtual network**: Each virtual network is isolated from other virtual networks. Multiple deployments (inside the same subscription) can be placed on the same virtual network, and then allowed to communicate with each other through [private IP addresses](#) |
| | | | • The Data Protection whitepaper is available here: [http://go.microsoft.com/fwlink/?linkid=398382&clcid=0x409](http://go.microsoft.com/fwlink/?linkid=398382&clcid=0x409) |

| Service Elasticity | | | |
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| 20. | Capacity elasticity | The following capacity elasticity options are available:<br><br>☒ Programmatic interface to scale up or down<br><br>☒ Mean time to start and end new virtual instances _____<br><br>☒ Alerts to be sent for unusual high usage<br><br>☐ Minimum performance during peak periods_____<br><br>☒ Minimum duration to scale up computing resources _____<br><br>☐ Minimum additional capacity guaranteed per account _____ (number of cores and GB memory) | Programmatic interface to scale up or down - Yes<br><br>Mean time to start and end new virtual instances - Can be automated through Powershell / SMA integration<br><br>Alerts to be sent for unusual high usage – Yes, performance |

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| | | | counters can be sent via Powershell cmdlets<br><br>Minimum performance during peak periods – No. |
| 21. | Network resiliency and elasticity | The following network resiliency and elasticity options are available:<br><br>☒ Redundant Internet connectivity links<br><br>☒ Redundant Internal connectivity<br><br>☐ Selectable bandwidth up to _____Mbps<br><br>☒ Maximum usable IPs You can use any IP address range defined in RFC1918. That means the entire 10.0.0.0/8 (16,777,216 addresses)<br><br>☒ Load balancing ports _____<br><br>☒ Load balancing protocols _____<br><br>☒ Anti-DDOS protection systems or services<br><br>☒ Defence-in-depth mechanisms, please specify:<br>  See side remarks.<br>☒ Network traffic isolation, please specify:<br>  See side remarks.<br>☒ Shared or dedicated bandwidth, please specify: Shared. Dedicated based on geographical availability. See side remarks.<br><br>☐ QoS traffic control services<br><br>☒ Alerts to be sent for unusual high usage<br><br>☐ Minimum performance during peak periods _____<br><br>☐ Minimum period to scale up network throughput _____ | Defence-in-depth mechanisms, please specify:<br>http://www.windowsazure.com/en-us/support/legal/security-overview/<br><br>Microsoft Azure network security whitepaper:<br>http://download.microsoft.com/download/4/3/9/43902EC9-410E-4875-8800-0788BE146A3D/Windows%20Azure%20Network%20Security%20Whitepaper%20-%20FINAL.docx |

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| 22. | Storage redundancy and elasticity | The following storage redundancy and elasticity options are available:<br><br>☒ Redundant storage connectivity links within each data centre<br><br>☒ Redundant storage connectivity links between data centres belonging to the same cloud<br><br>☐ Storage traffic isolation, please specify: _____<br>_____<br><br>☐ Shared or dedicated storage network bandwidth, please specify:<br>_____<br><br>☐ Quality of service storage traffic control services<br><br>☐ Maximum storage capacity for entire cloud, please specify:<br>_____<br><br>☒ Maximum storage capacity for single user, please specify:<br><ul><li>100 TB per account for storage account created before 7 June 2012</li><li>200 TB per account for storage account created on 7 June 2012 or later</li></ul>☒ Maximum expandable storage, please specify:<br>  Refer to above for maximum storage account<br><br>☒ Alerts to be sent for unusual high usage<br><br>☐ Minimum storage I / O performance during peak periods<br><br>☐ Minimum period to scale up storage I / O throughput | Microsoft Azure includes a "service" called Geo-Replication. It provides durability by constantly maintaining multiple healthy replicas of data both within and between data centres. With geo-replication, Azure Storage keeps data durable in two locations. It replicates customer data hundreds of miles between two locations (i.e., between North and South US, between North and West Europe, and between East and Southeast Asia) to provide disaster recovery in case of regional disasters.<br><br>Also the geo-replication information from one data centre to another as following:<br><br>http://blogs.msdn.com/b/windowsazurestorage/archive/2011/09/15/introducing-geo-replication-for-windows-azure-storage.aspx<br><br>Billing alert enables customer to get proactive email notifications when the bill goes above a certain monetary threshold that customer configures. |