

Tier 1 - Customer FAQs

Customer questions generally involve potential savings results, process, and cost. Clear call to action and value prop language during the initial customer engagement/service request stage plus clear customer communications (texts, emails) can address nearly all FAQs.

“What’s Billshark?”

We’ve partnered with Billshark, the industry leader in the bill reduction space. Using market intelligence and know-how, they work as concierge account managers to negotiate better rates on your service bills.

“How does the service work?”

Simple. Give Billshark some information about you and your service bill. Sit back and relax. They’ll contact your provider to negotiate better rates, if possible. You’ll receive a summary of any savings Billshark is able to achieve.

“What bills are eligible?”

Billshark negotiates home and small business services bills including Internet, Phone, TV (Cable & Satellite), Mobile/Wireless, Home Security, and other services. They do not negotiate utilities or financial/debt products (loans, credit cards, etc).

“Is Billshark a debt reduction service that impacts credit score?”

No. Billshark negotiates no financial services. Credit scores are not impacted by lowering your rates.

“How much can I save?”

Billshark saves hundred\$ per bill on average, however it's important to understand that every customer and bill is different. Billshark will work to determine if you're paying the best rate for your selected service or they'll work to lower your bill!

“What if I don’t save any money?”

Bummer...but, great, too! If Billshark can’t reduce your bill it’s likely because you aren’t overpaying! No savings found, no charge to you! No risk, all reward!

“Can I negotiate my own bills?”

It’s always possible. You can contact your provider directly, but be ready for some frustration and probably lower if any savings. The Billshark team knows what rates you should be getting and how to fight for them.

“What information is needed to request a bill negotiation?”

Your service provider determines the information required. It’s generally basic contact information like name, email address, and billing address and sometimes authentication information like your birthday.

“Is my information safe?”

Yes! The Billshark platform is a SOC2 certified, bank-level secure ecosystem. Billshark collects only the data needed to negotiate your bills, protects it rigorously with encryptions and Principles of Least Privilege (PoLP) Risk Management standards, then stores and deletes it according to data classification and retention policies. Billshark never sells any customer data.

“How long does it take to negotiate better rates on my bill?”

Providers make bill negotiation tough. We'll work as fast as we can but give us a week or two to complete our work. We'll provide status along the way.

“How do I check the status of my bill negotiation?”

{Partner determined. ApexEdge provides stages/status via webhooks or API. Many Partners expose status, including completion, in their UX}.

“How will I receive the savings that Billshark negotiated for me?”

Following completion of your negotiation service request, you'll receive a savings summary that details one-time and ongoing savings to your bill plus the start and end date (if any). These credits or reduced rates should be applied by your provider in the next billing cycle.

“Can I refuse or deny any savings that Billshark negotiates?”

No, but then again, why would you want to? The Service doesn't work that way. As your concierge, our Sharks will negotiate the best rate possible for the service - live with the provider.

“Will you switch my service providers or change my services without asking?”

No! Billshark never switches service providers and we won't reduce any current account features (even if you aren't using them!) without your specific consent. If Billshark is able to get you MORE for LESS money - meaning additional services for less money - we will make that change.

“Will Billshark Negotiations reset or extend my contract with my provider?”

We NEVER change contracts without having an explicit conversation with you first.

“How much does it cost?”

Billshark's fees are a simple 40% percent of your total savings, capped at 2 years. If Billshark reduces your bill by \$15 per month for 12 months, they've saved you \$180. The Billshark fee will be just \$72. You'll receive an invoice a few days after Billshark completes your negotiation. Installment payment plans are available.

“You said my monthly charges would be reduced, but still received a charge for the service the following month. How come?”

Let Billshark investigate what's going on! Email Billshark at {email}

“Why was my Service Request not performed/unsuccessful?”

Unsuccessful negotiations are due to various reasons including missing information (Billshark couldn't process your request), the account was past due with the provider, there were no savings to be found, or other reasons.

“What happens when savings on my account are going to expire and my service bill is going to increase”?

Good news! Billshark will let you know that they're about to negotiate your bill again.