Customer Care Billing Retention Package Pricing

Spotlight on Data: Good, Better, Best

Retention Offers on this page are for the **Retention Team Only**; **click here for the Customer Care Billing Team offers**

- **BETTER Offers** follow the **Marketing ID** on each account
- **BEST Offers** are ***not*** limited by MarketingID
- **Offers at a glance**: use the **Quick Links** *below* the picture for **Package and Campaign Codes** to copy/paste into ICOMS

Last updated 2/20/26

Spotlight on Data: Retention, Outbound, and OES

GOOD: BOB 12-Month Offers

Never start with the Max BOB offer - See Marketing ID for availability

Follow BOB Guide below for offer steps and Service Codes

BETTER: 3 and 5 Year Offers

AutoPay/eBill Discount available *Wi-Fi Modem and eero Included in price*

Speed	300Mbps	600Mbps	1GIG	1.5GIG	2GIG	5GIG
Online Price	$50	$65	$70	$80	$100	$195
Add eero	$0	$0	$0	$0	$0	$0
AutoPay/eBill Disc.	*($10)*	*($10)*	*($10)*	*($10)*	*($10)*	*($10)*
Price Lock Length	3 Years	3 Years	5 Years	5 Years	5 Years	5 Years
Total w/ Wi-Fi Modem	***$40***	***$55***	***$60***	***$70***	***$90***	***$185***

BEST: 5 Year and PFL Offers

AutoPay/eBill Discount available *Wi-Fi Modem and eero Included in price*

Speed	300Mbps	600Mbps	1GIG	1.5GIG	2GIG	5GIG
Online Price	$40	$55	$60	$70	$90	$185
Add eero	$0	$0	$0	$0	$0	$0
AutoPay/eBill Disc.	*($10)*	*($10)*	*($10)*	*($10)*	*($10)*	*($10)*
Price Lock Length	5 Years	5 Years	Price For Life	Price For Life	Price For Life	Price For Life
Total w/ Wi-Fi Modem	***$30***	***$45***	***$50***	***$60***	***$80***	***$175***

Taxes, fees** and **surcharges** are **not included; always quote ICOMS pricing

Mobile, IPTV, and Landline Phone Offers

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Mobile, IPTV, and Landline Phone: Retention, Outbound, and OES

Mobile: Unlimited 12-Month Offers

Start with 2nd Line Free; work down to find the right fit

	Pkg Promo	Promo Price
Add 2nd Line	R25_2UNLMB	Free
Add Mobile, 1st Line	R25_UNLM20	$20
Add Mobile, 1st Line	R25_UNLM10	$10
Add Mobile, 1st Line	R25_UNLM0	Free

Data required; $20 higher without Data

IPTV Video 2-Year Price Lock

IPTV Video Pricing varies by Market; see ICOMS/Pricing Sheets for details

	Promo	Promo Price
Basic Cable	R25_BC / R25_LBC	*Varies by Market*
Basic + Preferred Cable	R25_PC	*Varies by Market*
1st IPTV Box Site 48	RAE25_IPB	$5
1st IPTV Box all other Sites	RAE25_IPB	$10
Addt'l IPTV Box All Sites	RAE25_IPB	$5

Landline Phone 2-Year Price Lock

Add Landline to any Data or Video Pkg

Base Pkg Code	ADDPHN_PK1 / ADDPHN_GPK
Promo Code	R25_P
Price Lock	2 Years
Promo Price	$1.00

***Taxes, fees** and **surcharges** are **not included;** always quote ICOMS pricing*

Site 48 Only: Local Broadcast fee at $10/month applies

Save the Customer: Helpful Phrases

Our relationship with our customers is important, and we're dedicated to getting it right

- *I'm very sorry to hear you are calling to disconnect your services. I'm here to help in any way that I can.*
- *We have a number of new options available. Let's work on this together and see what we can do.*
- *Our relationship is so important and we're dedicated to getting it right. Let me see what I can do.*
- *I completely understand. I'm dedicated to prove that we hear you - let me see what I can do.*
- *We've listened to customers and have XXX speed for $XX/month, XX years price lock, no contracts*

- *We want nothing more than to keep you as a customer. We have some new offers that include equipment and would lock that price in for XX years. No contract needed!*

GOOD: BOBs Step by Step Guide

Always use the Step-by-Step BOB guide when offering a BOB

- Check the **Marketing ID** for availability on **each account**
- *Never start with the **maximum** available*
- **BOB** pricing is good for **12 months**

Remember to add the appropriate Service Code based on Package; *not available for Phone Only*

- **Cable/Data** (CI or CPI)**:** NBOBCRC *and* NBOBCRD
- **Data** or **Data/Phone** (I or IP): NBOBCRD
- **Cable** or **Cable/Phone** (C or CP): NBOBCRC

BETTER & BEST: Package/Promo Codes

Match the offer to the account

- **BETTER Offers** follow the **Marketing ID** on each account
- **BEST Offers** are ***not*** limited by MarketingID

ICOMS Service, Package and Promo Code Links

- Data Packages: Retention for All Markets
- Mobile, IPTV Cable and Landline Phone: Retention for All Markets

Full ICOMS Service Code and Standard Package Reference Quick Link

- Residential Pricing Reference Sheet

Online URL: https://agentx-astound-kb.hgsdigital.com/article.php?id=4390