Care Billing Retention Package Pricing

Spotlight on Data: Good, Better, Best

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

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

Spotlight on Data: Customer Care for Retention

Data Retention Offers at a Glance; click the **corresponding pricing sheet link** for **Package** and **Campaign Codes** to **Copy/Paste** into **ICOMS**

GOOD

Never start with the Max offer

BOBS

BOBs are good for 12 months
See Marketing ID for availability

Follow BOB Guide below for offer steps and Service Codes

BETTER

Add $10 for Wi-Fi modem | Add another $5 for eero

2-Year Price Lock No AutoPay/eBill Discount available

Speed	300Mbps	600Mbps	1GIG	1.5GIG	2GIG
GROUP1	$55	$70	$85	$95	$115
GROUP2	$65	$80	$95	*NA*	*NA*
GROUP3	$75	$90	$105	*NA*	*NA*
GROUP4	*NA*	*NA*	$110	*NA*	*NA*
Add Wi-Fi Modem	$10	$10	$10	$10	$10
Add eero	$5	$5	$5	$5	$5

BEST

Wi-Fi Modem Included Add Promo for Free eero

Speed	1GIG	1.5GIG
Online Price	$60	$70
AutoPay/eBill Disc.	*($10)*	*($10)*
Total w/ Wi-Fi Modem	***$50***	***$60***
Price Lock Length	Price For Life	Price For Life
Add eero	Free w/ Promo	Free w/ Promo
Total w/ Modem & eero	***$50***	***$60***

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

Mobile, IPTV, and Landline Phone Offers

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

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: BOB Step by Step Guide

Always use the **BOB Tab** on the **Pricing Sheets** when offering a BOB

- Residential Pricing Reference Sheets
- From the **Pricing Sheets**, select a **market** and follow the **BOB Tab**
- 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 Marketing ID

Full ICOMS Service Code and Standard Package Reference Quick Link

- Residential Pricing Reference Sheets
- From the **Pricing Sheets**, select the **Retention Tab** for at-a-glance offers

Customer Asks to Disconnect

Ask why the customer wants to disconnect their service - try these phrases

- *We would hate to lose you as a customer!*

- *Can I ask the reason you are looking to disconnect?*

Click here to continue to the Current Retention step-by-step process

Online URL: https://agentx-astound-kb.hgsdigital.com/article.php?id=4398