

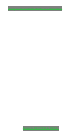
Care Billing Retention Package Pricing

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		BETTER					BEST			
<i>Never start with the Max offer</i>		Add \$10 for Wi-Fi modem Add another \$5 for eero <i>2-Year Price Lock No AutoPay/eBill Discount available</i>					<i>Wi-Fi Modem Included Add Promo for Free eero</i>			
BOBS		<i>Speed</i>	300Mbps	600Mbps	1GIG	1.5GIG	2GIG	<i>Speed</i>	1GIG	1.5GIG
BOBs are good for 12 months See Marketing ID for availability		GROUP1	\$55	\$70	\$85	\$95	\$115	Online Price	\$60	\$70
Follow BOB Guide below for offer steps and Service Codes		GROUP2	\$65	\$80	\$95	NA	NA	<i>AutoPay/eBill Disc.</i>	(\$10)	(\$10)
		GROUP3	\$75	\$90	\$105	NA	NA	Total w/ Wi-Fi Modem	\$50	\$60
		GROUP4	NA	NA	\$110	NA	NA	Price Lock Length	Price For Life	Price For Life
		Add Wi-Fi Modem	\$10	\$10	\$10	\$10	\$10	Add eero	Free w/ Promo	Free w/ Promo
		Add eero	\$5	\$5	\$5	\$5	\$5	Total w/ Modem & eero	\$50	\$60
<i>Taxes, fees and surcharges are not included; always quote ICOMS pricing</i>										



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 <i>Start with 2nd Line Free; work down to find the right fit</i>			IPTV Video 2-Year Price Lock <i>IPTV Video Pricing varies by Market; see ICOMS/Pricing Sheets for details</i>			Landline Phone 2-Year Price Lock <i>Add Landline to any Data or Video Pkg</i>
	Pkg Promo	Promo Price		Promo	Promo Price	
Add 2nd Line	R25_2UNLMB	Free	Basic Cable	R25_BC / R25_LBC	<i>Varies by Market</i>	Base Pkg Code ADDPHN_PK1 / ADDPHN_GPK
Add Mobile, 1st Line	R25_UNLM20	\$20	Basic + Preferred Cable	R25_PC	<i>Varies by Market</i>	Promo Code R25_P
Add Mobile, 1st Line	R25_UNLM10	\$10	1st IPTV Box Site 48	RAE25_IPB	\$5	Price Lock 2 Years
Add Mobile, 1st Line	R25_UNLM0	Free	1st IPTV Box all other Sites	RAE25_IPB	\$10	Promo Price \$1.00
			Add'l IPTV Box All Sites	RAE25_IPB	\$5	
<i>Data required; \$20 higher without Data</i>						
<i>*Taxes, fees and surcharges are not included; always quote ICOMS pricing Site 48 Only: Local Broadcast fee at \$10/month applies</i>						

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>