Prorates and Promo Roll-off Methods

Methods Used

Prorate method Extend is most common
It is used when the promotion **extends past** its' **expiration** date to the **end of the bill period**
This helps to **avoid prorates** and customer confusion

Prorate method Always is whenever a promotion is added, the customer receives the exact duration of the promotion

Site 9 Co 80 and Site 14 Co 2 and 3

Use prorate method **Always** - whenever a promo is added, the customer receives the **exact duration** of the promo

- **These promotions came over to Astound exactly as-is during conversion, using prorate method Always**

- **For example,** if the customer's bill is from the 15th to the 14th of the month and they add the promo on the 2nd
    - When the promo expires it will end on the 2nd of the expiration month
    - The customer sees the **promotional rate from the 15th to the 2nd**, then a **prorate for the rest of the period** at the Astound standard

As customers renew or change their Astound standard promotions sets, this campaign prorate method changes to Extend

Click Here for examples of how it displays in BOLT and the customer's Bill

All Other Astound Markets

Use prorate method **Extend** - when this is used the promotion **extends past** its **expiration** date to the **end of the bill period**. This helps to **avoid prorates and customer confusion**

- **For example,** if the customer's bill is from the 15th to the 14th of the month and they add the promo on the 2nd the system would **extend the end date** for the **remaining days** in the **bill cycle**
- The customer would see the promotional rate the entire bill period with **no prorate**

- Then they would see the non-promotional rate on the next bill

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