

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 prorated 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 prorated 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**

As customers report getting the 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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