Existing Resi Customer Unlimited Mobile Retention Offer

Offer and Eligibility

Important: Customers with free* data service do not qualify for a Free Mobile offer

- *where data service is discounted to zero dollars per month
- Free Unlimited Mobile promotion is not available with the Multi Product Discount
- Available to Internet First customers
    - Unlimited Mobile Retention Offer **RI25_UNLMB expired 07/31/2025**
        - **RI25_UNLMB** was used for customers who mentioned receiving a Direct Mail piece; this promo code was created to track this special offer
        - Existing customers affected by this year's rate adjustment received a **special offer** for **one (1) Unlimited Mobile line for a year**
            - **Additional** lines are priced at **$20.00 per line** - that's just **$20.00 for 2 lines** for a **whole year**
        - **Eligible** customers were notified via **IVA message** and **Direct Mail**

- This offer **could not** be **combined** with a **Gift Card offer** or *any* **Free Month(s) offer**

  IVA Message: *Did you know you're eligible to receive one Unlimited Mobile line…FREE for a year? Or get two lines for twenty bucks. It's a big deal. Cut your household expenses and experience better mobile on one of the nation's largest, fastest, most reliable 5G networks. Ask about it today! This offer ends soon. To learn more about Astound Mobile visit astound dot com slash mobile.*

- **Remember**: one (1) free mobile line for a year is available as a **Standard Retention Step** to add mobile use **C24_UNLMB.** Promo **requires** Astound Internet service

- **Existing** mobile customers, **rolling off 1st year free of Unlimited Mobile** promotion **can use R25_UNLM20**

  - **Only** available to those **rolling off 1st year free** of Unlimited Mobile
  - **R25_UNLM10** can be used if the customer declines **R25_UNLM20**

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