

2010 CONSUMER REVENUE GRID — National CSSC/MSSC

Make Every Sale Count!

INTERNET



FiOS INTERNET

\$2000	35M and Higher
\$1500	20 – 30M
\$1000	15M and Lower

HSI

\$2000	10 to 15M
\$1750	4 to 7M
\$1500	1.5 to 3M
\$1000	768k to 1M

VAS

\$1500	BBE&E Tier 3 (VZ Onsite Support Premium, VZ Home Theater Installation Premium, both provided by Firedog)
\$750	BBE&E Tier 2 (PTS, VOBS 150-250GB, Games Unlimited; VZ Onsite Support, VZ Onsite Support Enhanced, VZ Home Theater Installation, VZ Home Theater Installation Enhanced, all provided by Firedog)
\$250	BBE&E Tier 1 (VISS, VOBS 25-50GB, PC PP Multiple, PC & TV PPs, Starz Play, Games on Demand - Quick Pak, VZ Home Theater Installation Consultation provided by Firedog)

EXPERT CARE BUNDLES

\$150	Protection Pak Enhanced
\$150	Protection Pak

OTHER

\$100	Home Networking
\$100	Broadband Service Plans

TELEVISION



FiOS TV

\$2000	Ultimate HD
\$1500	Extreme HD
\$1000	Prime HD (Formerly Essentials), La Conexión

DIRECTV®

\$1500	XTRA, MÁS ULTRA, MÁS ULTRA DEPORTES, Choice Ultimate
\$1000	Premier, LO MÁXIMO
\$500	Basic, Basic Choice, Choice, Preferred Choice, ÓPTIMO MÁS
\$250	Existing Customer Enrollment

EQUIPMENT/PREMIUMS

\$1000	FiOS TV Movie Package (with SHOWTIME®, STARZ® and more)
\$500	All other FiOS TV Premiums
\$500	FiOS TV DVR, HM DVR
\$250	FiOS TV Seasonal Sports
\$750	DIRECTV® HD DVR
\$250	DIRECTV® International Programming, HD, Sports (excludes NFL ST), DVR

PHONE



VOICE

\$1000	Freedom, Essentials, Extra, Unlimited
\$1000	FiOS Digital Voice Unlimited
\$500	Regional Packages, Freedom and Regional Value, Local and Toll (CA Only)
\$500	LD International Plans, World Plan 500, FDV VZ World Plan 500
\$500	Winback
\$250	Additional Line
\$250	FiOS Digital Voice – Per Minute Plan, Additional Line, Virtual TN, Pick Your Area Code
\$250	LD International: VZ World Plan 300, FDV VZ World Plan 300, City Rates
\$150	One Point Voice Mail, Home Voice Mail, FiOS Digital Voice Mail
\$150	IWM, FDV IWM NEW
\$150	Local LD Plans: 5 Cent Plans, Talk Time 30, Timeless Plan
\$100	LD International: Flat Rate
\$100	TPP, TPP Expert Care

WIRELESS (New for West)

\$1750	Wireless Referral Activation NEW
\$250	Wireless Referral Submission NEW

BUNDLES

\$500	Quad Play Bundle NEW
\$250	Triple Play Bundle NEW (FiOS 2-year contract & CORE Bundles)
\$150	Double Play Bundle (FiOS 2-year contract & CORE Bundles, includes Dry Loop)

Includes Wireless Bundles **NEW**

RETENTION

Only Retention Consultants earn for Retention

\$1000	Core Line Saves/Movers
\$750	FiOS Pending Order Saves
\$750	HSI Saves

If HSI Saved with LEC, only Core Line Save revenue applies



INCREASE YOUR MONTHLY AWARDS

BY 10%, 15% OR EVEN 25% WITH THE RETENTION SPOTLIGHT. FOCUS ON KEEPING YOUR LOST REVENUE LOW BY ALWAYS MAKING AN ATTEMPT TO SAVE THE SALE



Product upgrades are worth the difference in Revenue Value.

Effective 11/01/10