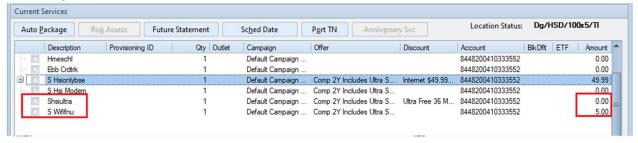
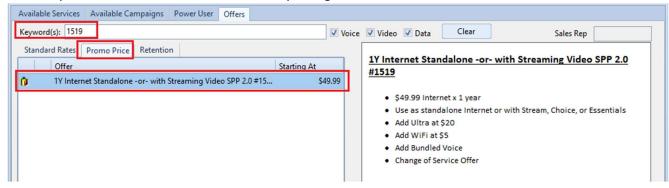
## EBB Downgrade 76 Day - HSD Only - Ultra/GIG to Plus / COS to Correct Pricing

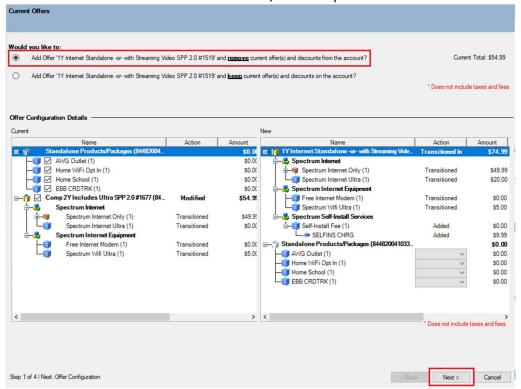
- 1. Customer is subscribed to Ultra/GIG and WiFi, but agreed to EBB protection. The account will be downgraded by repackaging to HSD Plus for \$49.99 and WiFi for \$0
  - Discounts used for EBB are for 12 months
  - Accounts are to be downgraded using this offer <u>regardless of a current discount being cheaper or for a longer duration</u>



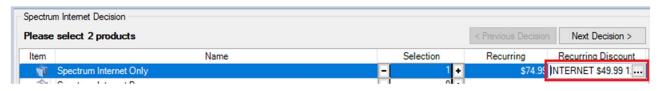
- 2. Select "override". Search for and select the promo offer #1519 under the "Promo Price" tab
  - a. This promo offer name and/or number may change without notice



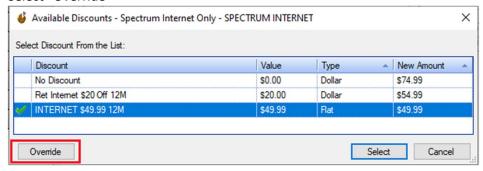
3. Ensure the "remove current offer(s)" radio button is selected, IF HSD only, make no other changes to the "current offers" section and select "next". Cable and/or Phone products should be removed



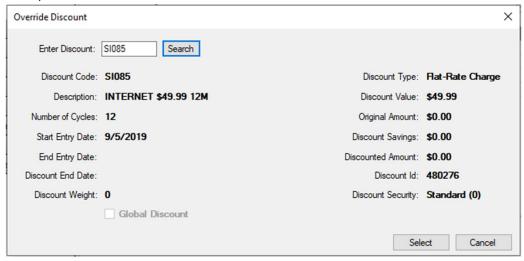
- 4. Adding promo offer #1519 automatically discounts HSD to \$49.99 for 12 months
  - If for some reason the discount does not automatically get applied, follow these steps to manually apply the SI085 discount for HSD
  - a. Select the "..." button on the discount section for "Spectrum Internet Only"



b. Select "Override"



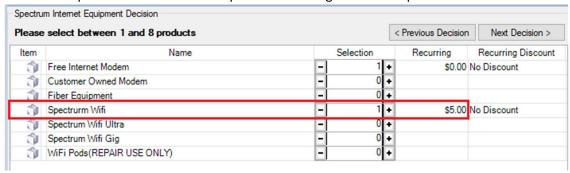
c. Type in the discount code "SI085" and click "search". This description should read "Internet \$49.99 12m", click "Select"



5. Change Ultra/GIG to "Spectrum Internet Plus", select "Next Decision"

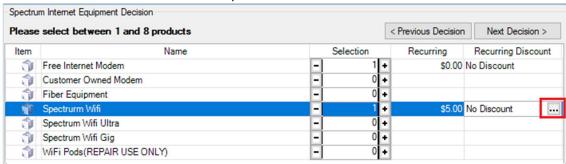


6. Removed "Spectrum WiFi Ultra" or "Spectrum WiFi Gig" and add "Spectrum WiFi"

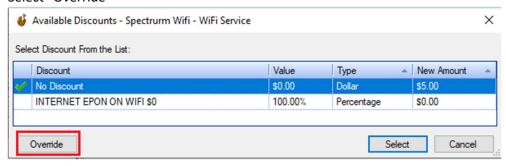


## 7. Add the WiFi discount SI145

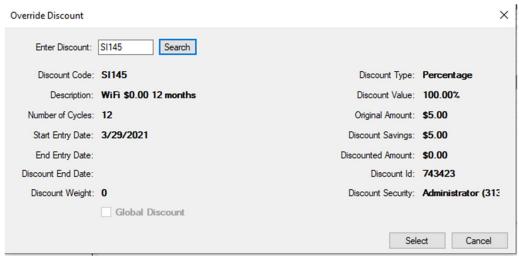
a. Click the discount box and select the up the "..." button



b. Select "Override"



c. Search for discount code "SI145" which should have a description of "WiFi \$0.00 12 months" and a discount value of 100%. Click "Select"



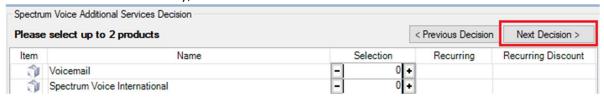
8. Once the WiFi discount has been applied, choose "Next Decision"

Please select between 1 and 8 products			<	< Previous Decision	n Next Decision >
Item	Name	Sele	ection	Recurring	Recurring Discour
1	Free Internet Modem	-	1 +	\$0.00	No Discount
1	Customer Owned Modem	-	0 +		
1	Fiber Equipment	-	0 +		
1	Spectrurm Wifi	-	1 +	\$5.00 \	√iFi \$0.00 12 month
1	Spectrum Wifi Ultra	-	0 +		
1	Spectrum Wifi Gig	-	0 +		
TO V	WiFi Pods(REPAIR USE ONLY)	-	0 +		

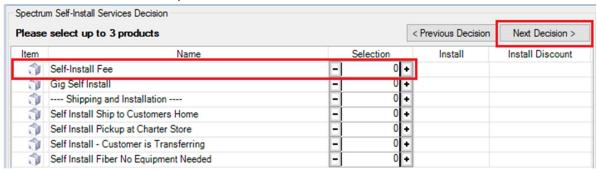
9. Phone is not included in EBB 76 day downgrades, remove if necessary. Select "next decision"

Please select up to 3 products			< Previous Decision	Next Decision >
Item	Name	Selection	Recurring	Recurring Discount
19	Voice Unlimited Pkg	- 0	+	
1	Voice Unlimited Pkg - Grandfathered	- 0	•	
O	Phone Directory Listing	- 0	+	

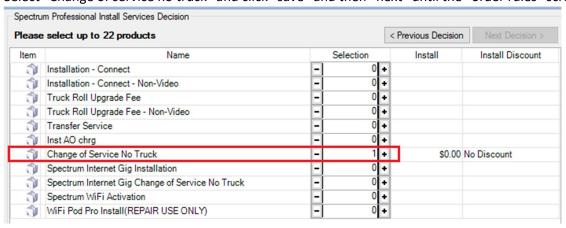
10. Remove voicemail if necessary, select "next decision"



11. Remove the "Self-Install Fee", select "next decision" until the "Professional Install" menu is reached



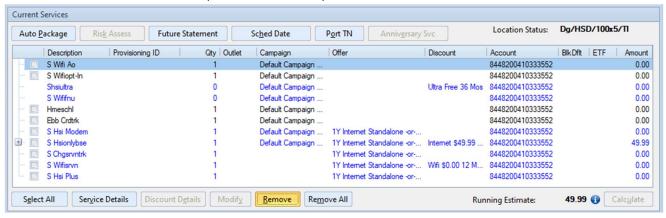
12. Select "Change of service no truck" and click "save" and then "next" until the "order rules" screen is reached



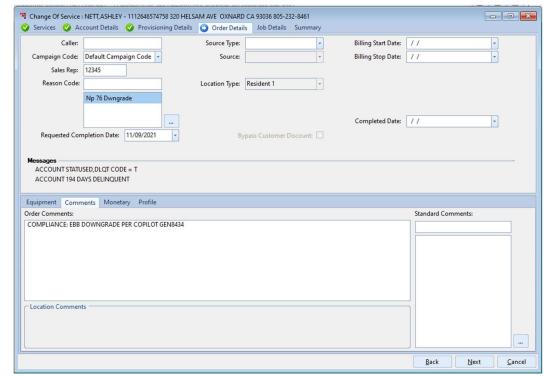
13. Review the order rules screen for any errors. If an error exists, review it and go back through the offer wizard and make corrections. If not error is present, select "finish"



14. The account now has HSD Plus at \$49.99 and WiFi at \$0



- 15. Select "Next" until the "Order Details" screen is reached. Use the following
  - a. Campaign Code: Default Campaign Code
  - b. Sales Rep: 12345
  - c. Reason Code: DW (Z5 when available)
  - d. Comments: COMPLIANCE: EBB DOWNGRADE PER COPILOT GEN8501



- 16. Select "Next" then "Finish"
- 17. Notate the account "COMPLIANCE: Account is part of EBB program. This delinquent account has had Internet downgraded within EBB credit amount. Customer must pay delinquent balance to add Video, Voice, or upgrade Internet. Refer to GEN8501 for handling instructions."