

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

- 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 regardless of a current discount being cheaper or for a longer duration

Current Services									
Auto Package	Risk Assess	Future Statement	Sched Date	Port TN	Anniversary Svc	Location Status: Dg/HSD/100x5/TI			
Description	Provisioning ID	Qty	Outlet	Campaign	Offer	Discount	Account	Blk Dft	ETF
Hmeschl		1		Default Campaign ...			8448200410333552		0.00
Ebb Crdtrk		1		Default Campaign ...			8448200410333552		0.00
S Hsionlybse		1		Default Campaign ...	Comp 2Y Includes Ultra S...	Internet \$49.99...	8448200410333552		49.99
S Hsi Modem		1		Default Campaign ...	Comp 2Y Includes Ultra S...		8448200410333552		0.00
S Hsiultra		1		Default Campaign ...	Comp 2Y Includes Ultra S...	Ultra Free 36 M...	8448200410333552		0.00
S Wifinu		1		Default Campaign ...	Comp 2Y Includes Ultra S...		8448200410333552		5.00

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

Available Services | Available Campaigns | Power User | Offers

Keyword(s): 1519 ☐ Voice ☒ Video ☒ Data  Sales Rep

Standard Rates | **Promo Price** | Retention

Offer	Starting At
1Y Internet Standalone -or- with Streaming Video SPP 2.0 #1519	\$49.99

**1Y Internet Standalone -or- with Streaming Video SPP 2.0 #1519**

- \$49.99 Internet x 1 year
- Use as standalone Internet or with Stream, Choice, or Essentials
- Add Ultra at \$20
- Add WiFi at \$5
- Add Bundled Voice
- Change of Service Offer

- 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

**Current Offers**

Would you like to:

☒ Add Offer '1Y Internet Standalone -or- with Streaming Video SPP 2.0 #1519' and **remove** current offer(s) and discounts from the account? Current Total: \$54.99

☐ Add Offer '1Y Internet Standalone -or- with Streaming Video SPP 2.0 #1519' and **keep** current offer(s) and discounts on the account? \* Does not include taxes and fees

**Offer Configuration Details**

Current			New		
Name	Action	Amount	Name	Action	Amount
<b>Standalone Products/Packages (84482004...</b>		\$0.00	<b>1Y Internet Standalone -or- with Streaming Vide...</b>	Transitioned In	\$74.99
AlwG Outlet (1)		\$0.00	<b>Spectrum Internet</b>		
Home WiFi Opt In (1)		\$0.00	Spectrum Internet Only (1)	Transitioned	\$49.99
Home School (1)		\$0.00	Spectrum Internet Ultra (1)	Transitioned	\$20.00
EBB CRDTRK (1)		\$0.00	<b>Spectrum Internet Equipment</b>		
<b>Comp 2Y Includes Ultra SPP 2.0 #1677 (84...</b>	Modified	\$54.99	Free Internet Modem (1)	Transitioned	\$0.00
<b>Spectrum Internet</b>			Spectrum Wifi Ultra (1)	Transitioned	\$5.00
Spectrum Internet Only (1)	Transitioned	\$49.99	<b>Spectrum Self-Install Services</b>		
Spectrum Internet Ultra (1)	Transitioned	\$0.00	Self-Install Fee (1)	Added	\$0.00
<b>Spectrum Internet Equipment</b>			SELFINS CHRG	Added	\$9.99
Free Internet Modem (1)	Transitioned	\$0.00	<b>Standalone Products/Packages (844820041033...</b>		\$0.00
Spectrum Wifi Ultra (1)	Transitioned	\$5.00	AlwG Outlet (1)		\$0.00
			Home WiFi Opt In (1)		\$0.00
			Home School (1)		\$0.00
			EBB CRDTRK (1)		\$0.00

\* Does not include taxes and fees

Step 1 of 4 | Next: Offer Configuration


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”

Spectrum Internet Decision

Please select 2 products

< Previous Decision    Next Decision >

Item	Name	Selection	Recurring	Recurring Discount
	Spectrum Internet Only	- 1 +	\$74.99	INTERNET \$49.99 12M

- b. Select “Override”

Available Discounts - Spectrum Internet Only - SPECTRUM INTERNET

Select Discount From the List:

Discount	Value	Type	New Amount
No Discount	\$0.00	Dollar	\$74.99
Ret Internet \$20 Off 12M	\$20.00	Dollar	\$54.99
<input checked="" type="checkbox"/> INTERNET \$49.99 12M	\$49.99	Flat	\$49.99

Override    Select    Cancel

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

Override Discount

Enter Discount:

Discount Code: **SI085**      Discount Type: **Flat-Rate Charge**

Description: **INTERNET \$49.99 12M**      Discount Value: **\$49.99**

Number of Cycles: **12**      Original Amount: **\$0.00**

Start Entry Date: **9/5/2019**      Discount Savings: **\$0.00**

End Entry Date:      Discounted Amount: **\$0.00**

Discount End Date:      Discount Id: **480276**

Discount Weight: **0**      Discount Security: **Standard (0)**

☐ Global Discount






Select    Cancel

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

Spectrum Internet Decision

Please select 2 products

< Previous Decision    Next Decision >

Item	Name	Selection	Recurring	Recurring Discount
	Spectrum Internet Only	- 1 +	\$74.99	INTERNET \$49.99 12M
	Spectrum Internet Base	- 0 +		
	<b>Spectrum Internet Plus</b>	<b>- 1 +</b>	<b>\$0.00</b>	<b>No Discount</b>
	Spectrum Internet Ultra	- 0 +		
	Spectrum Internet Gig	- 0 +		

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

Spectrum Internet Equipment Decision

Please select between 1 and 8 products

< Previous Decision    Next Decision >

Item	Name	Selection	Recurring	Recurring Discount
Free Internet Modem		- 1 +	\$0.00	No Discount
Customer Owned Modem		- 0 +		
Fiber Equipment		- 0 +		
Spectrum Wifi		- 1 +	\$5.00	No Discount
Spectrum Wifi Ultra		- 0 +		
Spectrum Wifi Gig		- 0 +		
WiFi Pods(REPAIR USE ONLY)		- 0 +		

7. Add the WiFi discount SI145

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

Spectrum Internet Equipment Decision

Please select between 1 and 8 products

< Previous Decision    Next Decision >

Item	Name	Selection	Recurring	Recurring Discount
Free Internet Modem		- 1 +	\$0.00	No Discount
Customer Owned Modem		- 0 +		
Fiber Equipment		- 0 +		
Spectrum Wifi		- 1 +	\$5.00	No Discount
Spectrum Wifi Ultra		- 0 +		
Spectrum Wifi Gig		- 0 +		
WiFi Pods(REPAIR USE ONLY)		- 0 +		

- b. Select "Override"

Available Discounts - Spectrum Wifi - WiFi Service

Select Discount From the List:

Discount	Value	Type	New Amount
No Discount	\$0.00	Dollar	\$5.00
INTERNET EPON ON WIFI \$0	100.00%	Percentage	\$0.00

Override    Select    Cancel

- 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"

Override Discount

Enter Discount: SI145    Search

Discount Code: **SI145**    Discount Type: **Percentage**

Description: **WiFi \$0.00 12 months**    Discount Value: **100.00%**

Number of Cycles: **12**    Original Amount: **\$5.00**

Start Entry Date: **3/29/2021**    Discount Savings: **\$5.00**

End Entry Date:    Discounted Amount: **\$0.00**

Discount End Date:    Discount Id: **743423**

Discount Weight: **0**    Discount Security: **Administrator (313)**

☐ Global Discount

Select    Cancel

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

Spectrum Internet Equipment Decision

Please select between 1 and 8 products

< Previous Decision Next Decision >

Item	Name	Selection	Recurring	Recurring Discount
Free Internet Modem		- 1 +	\$0.00	No Discount
Customer Owned Modem		- 0 +		
Fiber Equipment		- 0 +		
Spectrum Wifi		- 1 +	\$5.00	WiFi \$0.00 12 months
Spectrum Wifi Ultra		- 0 +		
Spectrum Wifi Gig		- 0 +		
WiFi Pods(REPAIR USE ONLY)		- 0 +		

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

Spectrum Voice Decision

Please select up to 3 products

< Previous Decision Next Decision >

Item	Name	Selection	Recurring	Recurring Discount
Voice Unlimited Pkg		- 0 +		
Voice Unlimited Pkg - Grandfathered		- 0 +		
Phone Directory Listing		- 0 +		

10. Remove voicemail if necessary, select “next decision”

Spectrum Voice Additional Services Decision

Please select up to 2 products

< Previous Decision Next Decision >

Item	Name	Selection	Recurring	Recurring Discount
Voicemail		- 0 +		
Spectrum Voice International		- 0 +		

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

Spectrum Self-Install Services Decision

Please select up to 3 products

< Previous Decision Next Decision >

Item	Name	Selection	Install	Install Discount
Self-Install Fee		- 0 +		
Gig Self Install		- 0 +		
---- Shipping and Installation ----		- 0 +		
Self Install Ship to Customers Home		- 0 +		
Self Install Pickup at Charter Store		- 0 +		
Self Install - Customer is Transferring		- 0 +		
Self Install Fiber No Equipment Needed		- 0 +		

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

Spectrum Professional Install Services Decision

Please select up to 22 products

< Previous Decision Next Decision >

Item	Name	Selection	Install	Install Discount
Installation - Connect		- 0 +		
Installation - Connect - Non-Video		- 0 +		
Truck Roll Upgrade Fee		- 0 +		
Truck Roll Upgrade Fee - Non-Video		- 0 +		
Transfer Service		- 0 +		
Inst AO chrg		- 0 +		
Change of Service No Truck		- 1 +	\$0.00	No Discount
Spectrum Internet Gig Installation		- 0 +		
Spectrum Internet Gig Change of Service No Truck		- 0 +		
Spectrum WiFi Activation		- 0 +		
WiFi Pod Pro Install(REPAIR USE ONLY)		- 0 +		



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”

**Order Rules**

**Order Rule Results**

Order Message

Free Box Discounts = 0

Free Box Discounts = 0

Free Box Discounts = 0

Free Box Discounts = 0

Free retention Premium discounts = 0

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

**Current Services**

Auto Package Risk Assess Future Statement Sched Date Port TN Anniversary Svc Location Status: Dg/HSD/100x5/TI

Description	Provisioning ID	Qty	Outlet	Campaign	Offer	Discount	Account	Blk Dft	ETF	Amount
S Wifi Ao		1		Default Campaign ...			8448200410333552			0.00
S Wifipt-In		1		Default Campaign ...			8448200410333552			0.00
Shsiultra		0		Default Campaign ...		Ultra Free 36 Mos	8448200410333552			0.00
S Wifiu		0		Default Campaign ...			8448200410333552			0.00
Hmeschl		1		Default Campaign ...			8448200410333552			0.00
Ebb Crdtrk		1		Default Campaign ...			8448200410333552			0.00
S Hsi Modem		1		Default Campaign ...	1Y Internet Standalone -or...		8448200410333552			0.00
S Hsionlybse		1		Default Campaign ...	1Y Internet Standalone -or...	Internet \$49.99 ...	8448200410333552			49.99
S Chgsrvntrk		1		Default Campaign ...	1Y Internet Standalone -or...		8448200410333552			0.00
S Wifisrvn		1		Default Campaign ...	1Y Internet Standalone -or...	Wifi \$0.00 12 M...	8448200410333552			0.00
S Hsi Plus		1		Default Campaign ...	1Y Internet Standalone -or...		8448200410333552			0.00

Select All Service Details Discount Details Modify Remove Remove All Running Estimate: 49.99 Calculate

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

Change Of Service : NETT,ASHLEY - 1112646574758 320 HELSAM AVE OXNARD CA 93036 805-232-8461

Services Account Details Provisioning Details Order Details Job Details Summary

Caller: Source Type: Billing Start Date: / /

Campaign Code: Default Campaign Code Source: Billing Stop Date: / /

Sales Rep: 12345 Location Type: Resident 1

Reason Code: Np 76 Dwngrade

Requested Completion Date: 11/09/2021 Bypass Customer Discount: ☐ Completed Date: / /

**Messages**

ACCOUNT STATUS:DLQT CODE = T

ACCOUNT 194 DAYS DELINQUENT

Equipment Comments Monetary Profile

Order Comments:

COMPLIANCE: EBB DOWNGRADE PER COPILOT GEN8434

Standard Comments:

Location Comments:

Back Next Cancel

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."