

YOUCAN PROGRAM CHANGES, SEPTEMBER 1, 2015



YOUCAN is making several interim changes to award values and products, effective with referrals created September 1, 2015. These changes are part of overall expense reduction efforts taking place across CenturyLink through the end of the year.

- Growing business customers and Prism TV customers is our focus through the remainder of 2015.
- Some products will not be tracked by YOUCAN for the remainder of 2015.
- Most Residential and Small Business awards are reduced by half.

These are interim changes through December 31, 2015. YOUCAN will communicate details of the 2016 award values later in 2015.

1. Growing business customers and Prism TV customers is our focus through the remainder of 2015.

- Commercial and Enterprise Monthly Recurring Revenue awards will be doubled through December 31, 2015.
- New Prism TV sales will maintain a \$30 award.

2. Some products will not earn an award or be tracked as a referral by YOUCAN for the remainder of 2015. There is no need to notify YOUCAN or create a referral for these products. Please continue your standard processes to have orders created to bill customers for upgrades and work added to your dispatch (offline support, tech device, retail partner, business office).

These products include:

- Inside Wire Maintenance Plans and CenturyLink @Ease
- Upgrades for High Speed Internet, Prism TV and Voice, including: features, long distance, package upgrades, speed upgrades and wireless contract renewals.
- Jacks, Modems, Adapters, HSI Tech-Installs (these awards are specific to Technicians in CRIS markets)

3. Most Residential and Small Business awards will be reduced by half.

Business NRR awards will be reduced by half. The most common awards and their values for September 1, 2015 – December 31, 2015 are listed below:

Product	Residential	Small Business
New Voice Line	\$10	\$10
New Core Connect (CenturyLink Business Bundle)	NA	\$25
New High Speed Internet	\$15	\$15
New Prism TV (no change)	\$30	\$30

Frequently Asked Questions

Q: How will awards be paid for my referral created before the change?

A: Referrals created on or after September 1 and sold by December 31, 2015 will be awarded according to the new award values. Referrals created before September 1, 2015 and sold by December 31, 2015 will be paid at the earlier award values.

Business Monthly Recurring Revenue	September 1-December 31 Double Award Values
0-\$24.99	No award
\$25 – \$99.99	\$100
\$100 – \$249.99	\$150
\$250-\$499.99	\$200
\$500 – \$999.99	\$300
\$1,000 – \$1,999.99	\$350
\$2,000 – \$2,499.99	\$400
\$2,500 – \$2,999.99	\$600
\$3,000 and up	\$800

- Awards for non-recurring revenue (for example equipment sales) will be reduced by 50%.

Business Non-Recurring Revenue	September Award Value
\$100 – \$249.99	\$5
\$250 -- \$499.99	\$12.50
\$500 -- \$999.99	\$20
\$1,000 -- \$2,499.99	\$25
\$2,500 -- \$4,999.99	\$37.50
\$5,000 -- \$9,999.99	\$50
\$10,000 – 24,999.99	\$62.50
\$25,000 – 49,999.99	\$75
\$50,000 -- \$74,999.99	\$100
\$75,000 -- \$99,999.99	\$125
\$100,000.00 and up	\$150

Q: How do I help a customer requesting a product no longer included in YOU CAN?

A: Refer the customer to the business office, offline support or your retail partner for assistance.

Q: Are these changes permanent?

A: These changes are necessary to support the expense reduction efforts taking place across the company for the remainder of 2015. YOU CAN will communicate details of the 2016 award values later this year, visit centurylinkyoucan.com for information.

Q: I have a question that wasn't answered here.

A: Contact YOU CAN at youcan@centurylink.com