Preferred Customer Offer

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| **Across**  **1.** Customers that sign up with the AT120+ and higher, as well as eBill and AutoPay, will receive a total savings of \_\_\_\_\_ per month.  **9.** Customers will see the value if you let them know that by accepting this great offer, we're committing to them, offering our \_\_\_\_\_ \_\_\_\_\_ pricing that is guaranteed for the next two years.  **10.** The offer will be lost if the customer goes on \_\_\_\_\_ or Hard Disconnects.  **12.** A customer that signs up with the \_\_\_\_\_ package will save $15 for the next two years and can save a total of $20 if they also sign up for eBill and AutoPay.  **13.** We have Tuned In To You by providing a long-term \_\_\_\_\_ to lower your bill.  **15.** Customer’s accept the offer in the IVR by inputting their \_\_\_\_-\_\_\_\_ security code if they agree. | **Down**  **2.** While the \_\_\_\_\_ \_\_\_\_\_ does offer a 2 year guarantee, it does not offer any additional savings off of the current price.  **3.** The IVR is the \_\_\_\_\_ way to ensure the customer begins to receive their savings immediately.  **4.** The Preferred Customer Offer will \_\_\_\_\_ the customer from all other monthly deferred credit offers.  **5.** When using the Roll-to-Preferred Customer Offer, the offer pricing will be \_\_\_\_\_ than the customer's current New Customer Price based on the selected programming and services.  **6.** You must \_\_\_\_\_ any Agent-applied deferred monthly credits when disclosing the customer's new monthly pricing.  **7.** A customer that signs up with the Flex Pack will not see any additional savings from adding \_\_\_\_\_ to their account.  **8.** Channel packs will be price-guaranteed at the \_\_\_\_\_ of the offer, but will be charged at the then-current price if removed and re-added.  **11.** If there is an \_\_\_\_\_work order already on the account, the customer will be unable to redeem the offer until it closes.  **14.** Only Loyalty Star \_\_\_\_\_ to 5 customers are eligible for this offer. |