## AutoPay and Paperless Bill Discount- Article no. 9167

## Introduction

- \$5 discount available in California, DC Metro, Illinois, Indiana,
  Massachusetts, New York, Oregon,
  Pennsylvania and Washington
- \$10 discount available in **Texas** (both Grande and enTouch, TX)
- \$10 discount available to **Business** customers in **All Markets**
- Advertised FWA pricing includes AutoPay and Paperless Billing discounts
  - Discount is available to both **new** and **existing** customers with FWA Pricing
  - \$10 discount is based on the customer using bank ACH as their payment method
  - \$5 discount is based on the customer using a debit or credit card as their payment method
- Order new residential <u>Internet</u> service
  - Illinois and Indiana discount works with new 2021 and 2022 core data promos launched after July 14, 2021 only
    - The core data promos will force the removal of legacy service code 4151 (WOW) to prevent double crediting
  - In Luzerne County, PA, it's available to any new customer,

## regardless of services ordered

- New York discount available in areas with Marketing ID Low Penetration; campaigns C22\_DLP, C22\_DLP1F, C22\_DLP2F, C22\_D6, C22\_D61F, C22\_D62F
- **Wave G** promo WHP30GR1K2 is not eligible for the discount as it began before the APPB program started
- Enroll or complete enrollment in AutoPay and Paperless Billing at the point of sale or within the first 30 days of placing an order for internet service
  - Paperless billing is no longer required for Business accounts
- Receive an additional bill credit (\$5 or \$10) while remaining enrolled for consecutive months - number of months available and credit amount varies where offered

## Resolution Steps

- Order new residential Internet service, enroll in AutoPay and Paperless Billing at point of sale and receive **additional bill credit** while remaining enrolled
- Discount is stackable with existing offers and service discounts
- o Bulk accounts discount on services outside of the bulk agreement
- EBB / ACP customers do not qualify for the discount if enrolled in the Free ACP plan with no additional services
- Employee accounts **do not** qualify for the discount

When the AutoPay and Paperless Billing Discounts Became Available by Market
Autopay and Paperless Promotions
Fulfillment
How the Bill Reads - Account Review
Online URL: <a href="https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=188">https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=188</a>