

# AutoPay and Paperless Bill Discount- Article no. 9167

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## Introduction

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- \$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 [Internet](#) 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

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- 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
  - 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

[Expand All](#) | [Collapse All](#)

When the AutoPay and Paperless Billing Discounts Became Available by Market

Autopay and Paperless Promotions

Fulfillment

How the Bill Reads - Account Review

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=188>