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 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

- 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