Pricing Promo Freeze FAQs-9302

Introduction

Promo Roll Freeze: All Markets

- Customers who have a promotional rate rolling to next year pricing **from 2/14/2023 - 4/30/2023** have a **promo freeze** code added to their accounts
    - Beginning **6/1/2023 through 10/1/2023**, customers start to see an increase as their rate freeze promo is removed
    - These customers are increased in groups over the next 5 months

- Customers will get the promo freeze when their core promo(s) **increases $20.00 or more**
- Campaign Code **PL_2023G01** is added to these accounts from Billing IT
- **Do not remove this code unless the customer is having another**

promotion added to their account

Resolution Steps

Q: **How long will the service/equipment rates remain as is (aka frozen) on the account?**

A: We've been listening to our customers and are working on reviewing package and promotions. Our relationship is so important and we're dedicated to getting it right. We'll be performing a review over the next 90 days. Notification will be provided 30 days in advance within your bill statement prior to any promotional rate changes

Q: **How can I tell what items and promotions on my bill are remaining as is (aka frozen) and will not increase?**

A: At this time, all service and equipment rates will not change. If you'd like to remove/change something, we can do so now. How: agent removes the promo roll freeze code, removes/changes LOB customer wishes to edit, add promo roll freeze code back on. (i.e. remove HBO for example)

Q: **I have a customer loyalty credit on my account (aka BoB) – will I lose that if I make a change**?

A: Because you're looking to make a change to the services/equipment on your account, the loyalty discount will change and/or no longer be valid.

However, we have a number of new options available for existing customers. Would you like me to take a look and see what's available?

How: Suggest alt package to move customer into vs. applying a BoB. Since the rate is frozen, BoB may not be an option and/or existing BoBs may not work as a result of a change of service.

Q: Is there another package that I can move into right now?

A: We have a number of new options available. Let's work on this together and see what we can do.

How: Suggest alt package to move customer into vs. applying a BoB. Since the rate is frozen, BoB may not be an option and/or existing BoBs may not work as a result of a change of service.

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