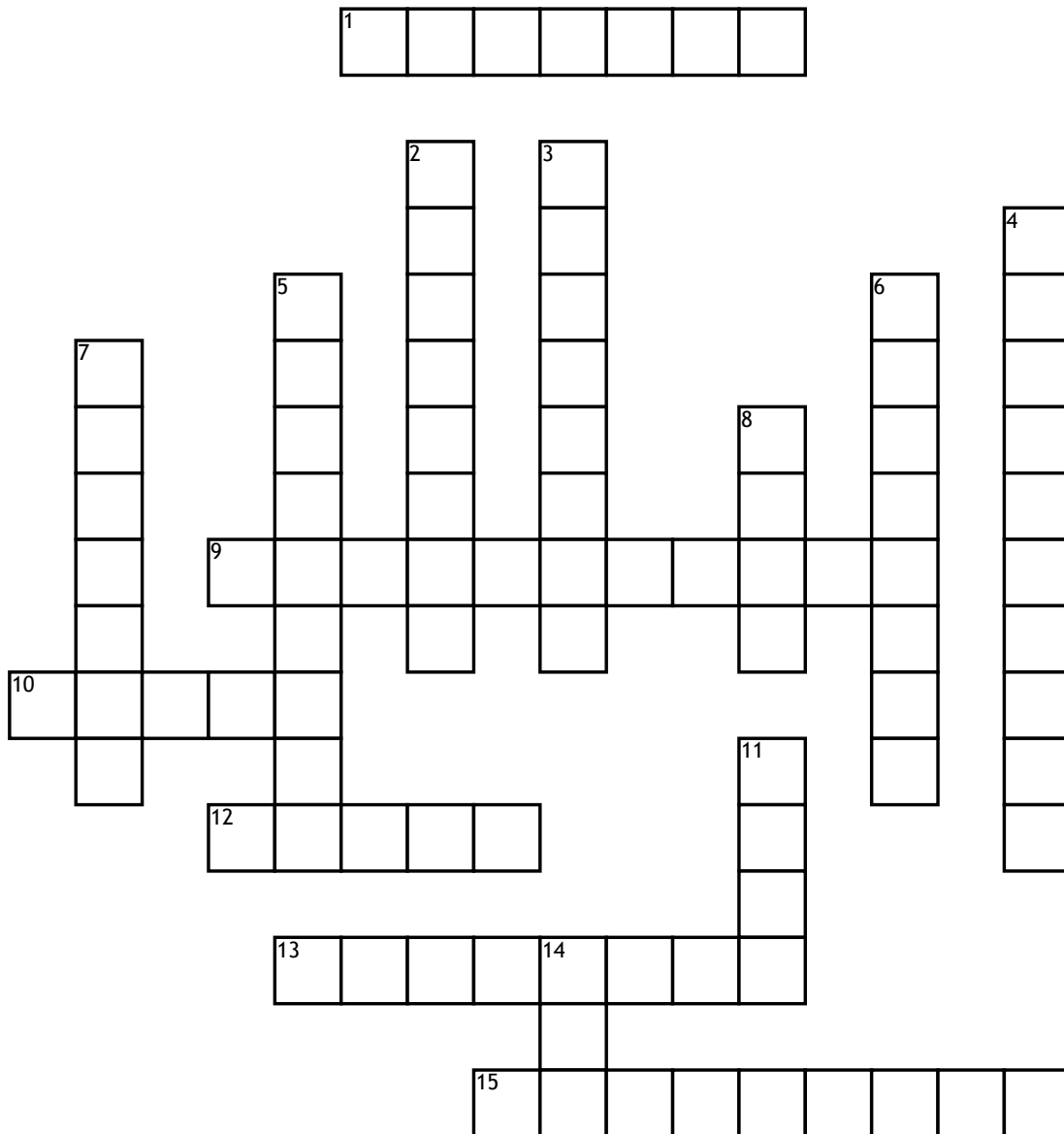


Preferred Customer Offer



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.