



CUSTOMER RENEWAL OFFER

Offer customer credits. Renew your customer base. Keep your residual.

To assist our partners in maintaining their base revenue, credit-based 'as-is' renewal offers will not result in a residual chargeback through September 30, 2020.

Offers made easy

The Customer Offer Tool (COT) provides customer-specific* renewal offers in the form of one-time credits. These attractive offers are "as-is" and dependent on the customer MRR and renewal term. Customers can accept these offers with ease through a variety of ways and the paperwork is instantly accessible and e-signature ready.

*Not all customers will have a renewal offer available.

Renewal Offer Terms:

Valid July 1, 2020 through September 30, 2020, for qualified customers with COT offers on "as-is" renewals only. Upsell, migration and other types of renewals are excluded from this incentive. Credits that exceed \$25,000 require additional approval. Customers, who terminate their service(s) prior to the COT renewal term, are subject to partner residual chargeback on renewal credit.

How to identify and accept a COT offer

1. You can extend offers directly to your customers via the base management section of the WE Connect Partners Portal. Not signed up? Register at bit.ly/WindstreamEnterprisePartnerRegistration.
2. Encourage your customers to check their own dashboard in the WE Connect customer portal.
3. Work with your customer advocate to identify and close available offers.