

## Client Incentive – 1 Month Free

**Eligible Products:** SDFI, DFI, EI, Ethernet, ENE, ENE Switch, ENE WiFi, MNE, MNE Sensors, MNE Camera, MNE Switch (excludes 8 port switches), MNE WiFi, MNE Per Room, Cloud Connect, Wireless Internet Essential (excludes overages), Wireless Internet Unlimited Select, Wireless Internet Unlimited Premium, Cradlepoints E100 & W1850, Unified Communications (requires average of 5 seats per location), Unified Communications with RingCentral (1 seat minimum), Enterprise Trunking (PRI or SIP), Set Back Box 1-19 TV

**Minimum Term:** 36 month term requirement (1 month free is part of the contract term)

**Availability:** until 9/28/25

**Client Type:** New and/or existing clients adding NEW fiber services. Approvals required for Other Addressable, Type II, and Finished Internet.

### Business Rules

- Type II, OTT, Finished Internet, and Out of Footprint Wireless Internet do not qualify unless approved by Decision Support
- Use of Special Pricing must be approved by Decision Support.
- 3 months free **does NOT apply to** SMB products, Phone NRC and Phone EIP plans, Wavelength, MNE Teleworker, MNE/ENE Device Management, 8 port MNE switches, Insights, SD-WAN Plus, EI Type III, or any overages for Wireless Internet Essentials
- Approval not required for Opportunities that meet the criteria for Autobuild and Quickbuild order flows
- Non-Autobuild order flow follows standard business rules
- Promotional offer not available to Federal clients (including foreign consulates, missions and embassies), state and local government clients with existing MSAs and negotiated pricing, K-12 clients eligible for E-rate, nor healthcare clients that participate in USAC's Rural Health Care Program, or other government funded programs
- **CAN BE COMBINED** with Discretionary & NYC Discretionary Pricing, Bundle Rates (Solution Pricing Tool), Contract Buyout promotion if approved by Decision Support, & Big Apple

**The following language must be included on all contracts to be valid as well as the appropriate promo code selected in Salesforce.**

Special Terms: Some or all of your order is subject to a promotional offer, of which the full Terms & Conditions can be found by going to: <https://enterprise.spectrum.com/legal/1-month-free.html>

Expires 9/28/2025

## FAQ's

**Q. If DFI is the only product being sold, can the 1 month free promo be used?**

A. Yes, all eligible **NEW** products will be free for 1 month.

**Q. If a client purchases DFI and MNE, will they get both products free for 1 month?**

A. Yes, all eligible **NEW** products will be free for 1 month.

**Q. Can the promo be used if just MNE Camera, MNE Switch or MNE WiFi are being sold?**

A. Yes, all eligible **NEW** products will be free for 1 month (excludes 8 port switches).

**Q. If a client currently has an Enterprise product and wants to switch to another fiber product, can they use the promotion?**

A. No, they cannot use the promo to move from one eligible fiber product to another that provides the same functionality (i.e. PRI to UC, Ethernet to DFI)

**Q. If an existing client upgrades or renews their existing service(s), can they use the promotion?**

Best	Better	Good
PRIMARY RENEWAL OFFER	ALTERNATIVE OFFERS TO OVERCOME PRICING OBJECTIONS	
<b>STEP 1: RETAIN &amp; GROW EXISTING REVENUE</b>  Renew w/same or greater MRR and get 3MF  <ul style="list-style-type: none"> <li>- 3MF incentive business rules apply</li> <li>- Eligible Clients: Clients within 6 months of contract expiration and out of term clients</li> </ul>	<b>STEP 2: RETAIN ACCOUNT</b>  Renew at a lower MRR and get 1MF  <ul style="list-style-type: none"> <li>- 1MF incentive business rules apply</li> <li>- Eligible Clients: Clients within 6 months of contract expiration and out of term clients</li> <li>- If reducing MRR, use available rate cards to lower MRR including Rate Cards, Discretionary Rate Card, and On-Net Promo</li> <li>- Any further discounts need to go through SPR and Decision Support (if capital is required)</li> </ul>	<b>STEP 3: NEVER LOSE ALONE</b>  Match competitive pricing and get 1MF or 3MF through special pricing  <ul style="list-style-type: none"> <li>- Competitive documentation must be made available</li> <li>- SPR pricing and Decision support will provide IRR and availability of 1/3MF with SPR pricing (only DS if capital)</li> <li>- No guarantee of price match</li> </ul>
<b>AUTOBUILD ORDER FLOW</b>		<b>NON-AUTOBUILD ORDER FLOW</b> Requires SPR and Decision Support Review (if capital is required)

**Q. If an existing client has Business Internet, can they move/upgrade to Enterprise Internet and use the promotion?**

A. Yes, clients moving from BI to EI are eligible for the promotion as long as the service MRR is revenue positive and promo term is followed.

**Q. If a client has BI, can they move/upgrade to EI and use this promotion**

A. No, clients moving from BI to EI are not eligible for this promotion. Any new products being added would be eligible for 1 month free.

Expires 9/28/2025