

Easy Upgrade Program

Business Rules

Offer: To assist clients in meeting new and fast emerging bandwidth needs due to rapid changes in their business environment Spectrum Enterprise launched the Easy Upgrade Program. This expedited Upgrade will not alter current contract terms and provides the flexibility to downgrade back to the original bandwidth if needed.

Eligible products: On-Net DFI, SDFI and On-Net Ethernet

Eligible clients: All clients are eligible – current or renewal eligible customers

Minimum Term: No minimum term

Availability: Until 9/28/25

Order Process: Partners should begin the subject line of their email-to-case with “Easy Upgrade”

Opportunity Naming Convention: “Customer Name – Product – Easy Upgrade”

Business Guidelines:

- Customer must be within their contracted term. Cannot be out of contract to use offering.
- DFI and Fiber Ethernet only – all rate card tiers are eligible
 - Managed Services that require new equipment for the increased bandwidth are eligible to participate in the temporary upgrade
- Pricing:
 - Partners can always price above rate card, but the pricing needs to be at least at rate card or the applicable discretionary floor.
 - If the new MRC **IS GREATER** than current MRC, move the customer to the new price
 - If the new MRC **IS NOT GREATER** than current MRC, keep the customer at current MRC
- If client also has MRS and MSS on the circuit, pricing for these components should also be at current rate card or above for current term and new bandwidth, unless SPR process is used.
- MSS would use the Advanced pricing.

Interval Planning:

- Most orders will fall into the “express bandwidth” upgrade process which occurs in 48 hours.
- If the upgrade does not qualify as express it will be managed by a PM and expedited through engineering.
- If there is no equipment swap or maintenance window involved: 10 business days or less.
- If an equipment swap or maintenance window is required: 30 day interval.
- The same conditions apply for MRS and MNS.

Expires: 9/28/25