

All Markets

May Voice of Customer Spiff

Effective with March spiff, your VOC score must be 87% to earn a \$10 spiff (previously 85% score for spiff)

VOC Sales Rep Satisfaction Spiff			
Period Offered		May 2009	
Spiff Amount	SR Sat Score	Subject to Chargeback	Chargeback Period
\$20 \$10 \$0	90% - 100% 87% - 89.99% (Revised) <87%	Yes	120 days
Survey Months Used		May Spiff is based on January, February and March	
Customer Products called for Survey		Renewals, Postpaid and FlexPay	
Minimum Activations per Entity ¹		Average of 15 acts per selling point or greater	
Product Types for Payment		\$39.95 & Up \$69.99 FamilyTime & up First 2 lines	

Qualification:

Step 1: Determine if the Sub Dealer Entity (SDE) achieved the minimum activations per Entity of 15.

- If no, that is fewer than 15 avg. activations, **then there is no VOC payout.**
- If yes, go to Step 2.

Step 2: Determine if the Sub Dealer Entity achieved the minimum number of surveys. Use the Survey Volume Requirements table below:

Activations* (Excluding Pre-Paid)	Minimum Number of Surveys**
0-399	20
400-999	30
1000+	40

*Activations include: Postpaid, B2B, Add-a-line FlexPay Contract, and FlexPay No Contract

¹ Product Types counted in minimum activations per entity are Postpaid and Contracts Acts on any of the following: **Upgrade Renewals**, FamilyTime, FamilyTime Add-a-line, and Postpaid No Annual Contract

** Minimum number of surveys is based on the sum of the entity's activations for 3 months. The sum of the 3 months is the same months used for the survey which is listed under "Survey Months Used."

For Example: September is based on 3 month period May June July; October is based on 3 month period June July August

- If no, that is the entity does not receive enough completed surveys above the minimum, **then the entity will automatically qualify for a \$10 VOC spiff.**
- If the entity achieved the minimum number of surveys, go to Step 3.

Step 3: Determine what the entity's VOC score is. The VOC score is based on a 3-Month rolling average.

- If the score is below 87%, then the entity will receive no payout.
- If the score is 87% to 89.99%, then the entity will receive a \$10 VOC spiff.
- If the score is 90% or higher, then the entity will receive a \$20 VOC spiff

Important: The VOC score will not be rounded. For example: a score of 89.99% will be paid out at the 89% level, not the 90% level.