

All Markets

## August 2009 Voice of Customer Spiff

*Effec. with June spiff, your VOC score must be at least 90% to earn a \$30 spiff – no spiff on scores < 90%*

Period Offered		August 2009	
Spiff Amount	SR Sat Score	Subject to Chargeback	Chargeback Period
\$30 \$0	90% - 100% ≤89.99%	Yes	120 days
Survey Months Used		August Spiff is based on April, May and June	
Customer Products called for Survey		Renewals, Postpaid and FlexPay	
Minimum Activations per Entity <sup>1</sup>		Average of 15 acts per selling point or greater	
Product Types for Payment On Contract Postpaid		\$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

<sup>1</sup> 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: July is based on 3 month period March, April and May. Then August is based on 3 month period April, May and June.

**Effective June 2009 Revised:**

- If no, that is the entity does not receive enough completed surveys above the minimum, **then the there is no 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 equal to or less than 89.99%, then the entity will receive no VOC spiff.
- If the score is 90% or higher, then the entity will receive a \$30 VOC spiff on all Products Types for Payment (see above table)

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